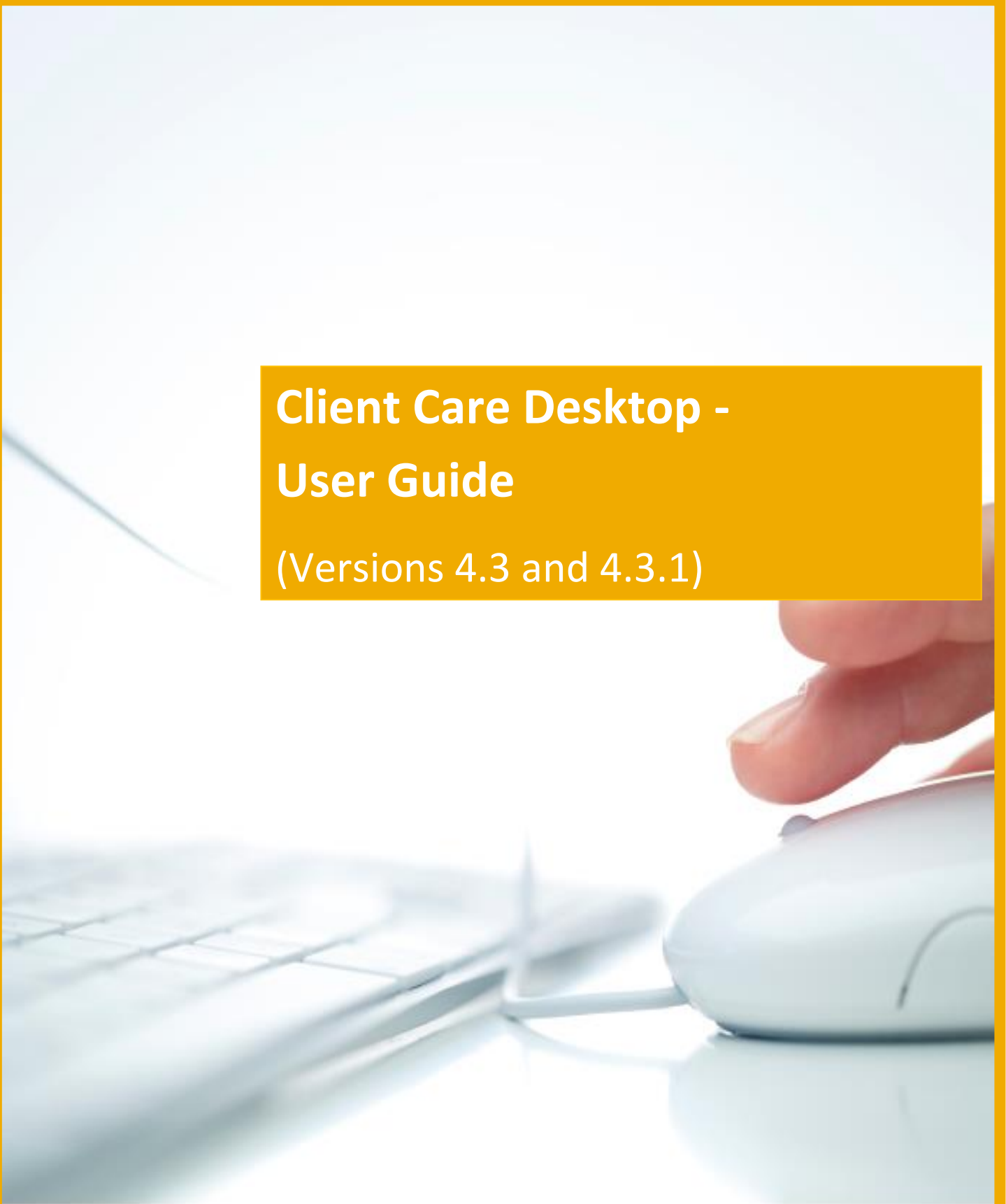


Client Care Desktop - User Guide (Versions 4.3 and 4.3.1)



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1 Introduction

This document briefly guides you through the main new features and modifications to existing functionality since the Client Care Desktop (CCD) v4.2 release, incorporating the changes made in version 4.3 and 4.3.1.

It does not detail every change made to the system to improve the overall product where functionality is the same as previous versions of the software.

If you are upgrading from a version prior to CCD v4.2 or have any specific training requirements, please contact the Training department to discuss the options available:

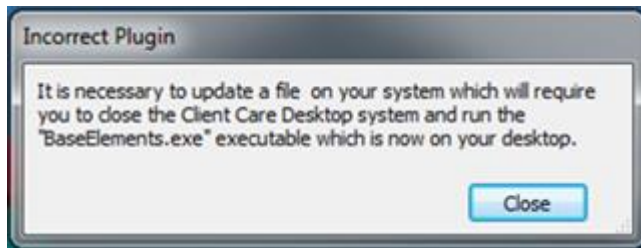
Tel: 0800 028 0033

Email: financialsoftwareclientcare@capita.co.uk

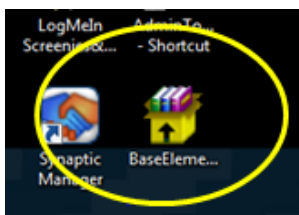
2 Setting up

2.1 New plugin

As part of the upgrade a new plugin called 'Base Elements' is required. When users initially log into CCD 4.3.1 they will see the following message:



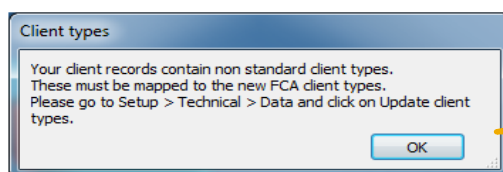
Please navigate to your desktop and double click on the Base Elements icon. This action will place the required plugin in the relevant file location. No further action is required. The Base Elements icon will be automatically removed from your desktop the next time you login.



NB If the message prompts again, please contact our Support Team on 0800 028 0033.

2.2 FCA client type

The FCA client types have been updated in line with regulatory changes. A message will be shown during the upgrade process and each time you log into the system to prompt you to update your FCA client types. This message will disappear once the mapping process has been completed.



Navigate to the area specified to map the FCA client types.

The previous list was an editable field, which allowed you to add additional 'client types' to the list. The core list contained the following items:

- Commercial Client
- Elective professional client
- Eligible counterparty
- Intermediate client
- Market counterparty
- Mortgage customer
- Private client
- Professional client
- Retail client
- N/A

Some of the old previous client types such as 'Intermediate Client' and 'Mortgage Customer' are no longer FCA business classes.

In CCD 4.3.1, the editable functionality has been removed and the list is fixed in accordance with the FCA options. The options under the new FCA client type are:

- Retail client
- Per se professional client
- Elective professional client
- Per se eligible counterparty
- Elective eligible counterparty
- Customer (Mortgage Client)
- Large business customer (Mortgage)
- Consumer
- N/A

For each of your existing client types listed under the left hand column **Type to map**, choose the relevant client type options displayed on the right hand side under the section **Map to**.

WARNING! This information should be completed by a staff member who has an understanding of the client types and FCA requirements. Once the changes have been committed, they cannot be undone.

Your client records contain non standard client types. These must be mapped to the new FCA client types. Please select the client type to use for each instance then click the Update button.

A warning will be shown when CCD starts until all re-mapping has been completed.

Type to map	Map to
Intermediate client	<input type="radio"/> Retail client <input type="radio"/> Per se professional client <input type="radio"/> Elective professional client <input type="radio"/> Per se eligible counterparty <input type="radio"/> Elective eligible counterparty <input type="radio"/> Customer (Mortgage Client) <input type="radio"/> Large business customer (Mortgage) <input type="radio"/> Consumer <input type="radio"/> N/A
Mortgage Customer	<input type="radio"/> Retail client <input type="radio"/> Per se professional client <input type="radio"/> Elective professional client <input type="radio"/> Per se eligible counterparty <input type="radio"/> Elective eligible counterparty <input type="radio"/> Customer (Mortgage Client) <input type="radio"/> Large business customer (Mortgage) <input type="radio"/> Consumer <input type="radio"/> N/A

Update Cancel

For example, if you would like to map 'Mortgage Customer' to 'Customer (Mortgage Client)', simply select the relevant tick box you would like the association to map across to and click on the **Update button** at the top right hand side.

You can complete this mapping for some or all of your existing client types from this screen. If you do not wish to map all clients under an existing client type to the same new client type, you would need to update each client type on a case by case basis from within the **Clients > Overview** screen.

Once the mapping has been completed, your clients previously recorded as Mortgage Customers will now be flagged as Customer (Mortgage Client) as shown in screenshot below.

Deceased

John Smith

Clients > Overview > Client Status

Contact	Postal address	Scanned docs.	Goals	Overview
<p>Client status</p> <p>Current client status / Date of change</p> <p>Is this a fee paying client? / Fee basis / Fund Percentage</p> <p>Fee payment method</p> <p>Default apply VAT</p> <p>Exclude from: FOS Reporting</p>	<p>Meetings</p> <p>Next meeting date</p> <p>Meeting reason</p> <p>Date of next client valuation</p> <p>Date of next client review</p>	<p>FCA Client type</p> <p>Customer (Mortgage Client)</p> <p>Retail client</p> <p>Per se professional client</p> <p>Elective professional client</p> <p>Per se eligible counterparty</p> <p>Elective eligible counterparty</p> <p>Customer (Mortgage Client)</p> <p>Large business customer (Mortgage)</p> <p>Consumer</p> <p>N/A</p>	<p>01/03/2014</p>	

Please note: The FCA client type is used to search for records where relevant in the regulatory reports located under the **Compliance > Reports > Regulatory** area. The search criteria for RMAR sections J, K and L can be found within the [Regulatory Reporting](#) section of this document.

2.3 Security

The password security has been extended to allow you to set preferences for:

- Login attempts allowed before account is locked
- Restriction of password reuse
- Characters/password length
- Days until password expires

The password options can be modified in **Setup > Staff list > Options**. The standard options set in the core system at point of upgrade are displayed in the screenshot below.

Setup ▾ Setup > Staff list > Security settings

All staff View by role Security **Options**

Password Control
Define how your system handles passwords and their expiry.

<input type="text" value="0"/>	Login attempts allowed before account is locked (0 = no limit)
<input type="text" value="8"/>	Historic passwords checked against new password
<input type="text" value="8"/>	Characters or more for password length
<input type="text" value="30"/>	Days until expiry

Temporary default password
the user is forced to change it upon initial login

We recommend that you set a minimum password length of 8 or more characters containing both alphanumeric and punctuation characters. Ensure they do not appear in the dictionary and are in random order. In addition, force password changes every 30 days.

Quit

Accounts that are locked out after too many unsuccessful attempts will have their name highlighted in red across the staff list overview (see below). System administrators in your company are able to reset and unlock these in the usual way within the staff member record under **Setup > Staff list > Staff member > Security tab**.

Setup

Setup > Staff list

All staff

View by role

Security

Options

User info.

Admin. codes

Standard text

Staff list

Providers

Products

Prices

Forms

Technical

Tables

User licence

View current

List by staff surname, initial

Add record

Name	Home no.	Mobile no.	e-mail	
Test BA				More
Paul Bastin				More
Jonathan Dance				More
Sharon De Boos				More
Sara Grimshaw				More
Dan Hitchcock				More
Tracy Howard				More
Palmer Jon				More
Milham Lee				More
Sharon Milham				More
Tony Pottrell				More
James Read				More

Accounts highlighted in red are locked. To unlock reset password.

View records as a data table

Quit

3 VAT

Changes within the Financial Services industry in relation to the Retail Distribution Review may mean that more financial adviser firms become VAT registered, requiring VAT to be recorded and invoiced on relevant transactions. Changes have been made on CCD to take this into account.

3.1 Setting up VAT

To set up VAT on CCD, navigate to **Setup > User Info > Financial**:

The screenshot shows the 'Setup > User information > Financial' page. The left sidebar contains a 'Setup' dropdown and a list of menu items: User info., Admin. codes, Standard text, Staff list, Providers, Products, Prices, Forms, Technical, and Tables. The main content area has tabs for 'Your company', 'Regulatory', 'Company brand', 'System brand', and 'Locations'. Under 'Your company', there are sub-tabs for 'Contact', 'Banking', 'Financial', 'Charging Structure', and 'T&C Advice types'. The 'Financial' tab is active, showing 'VAT details'. An orange arrow points to the 'VAT No.' field, which contains '502229195'. Other fields include 'VAT rate' (20%), 'Default apply VAT on client fees' (checked), and 'Default apply VAT on holdings' (unchecked). There is a 'Use CCD for invoicing' checkbox (checked) and a 'History' link. Below this, the 'Invoice Number' section shows 'Prefix' (Capita), 'Suffix' (Fareham1), and 'Invoice number start' (000000000001). There are three links: 'Apply this VAT rate to all branches', 'Apply this VAT rate to all client fees due', and 'Apply this VAT rate to all adviser fees due'. A 'Set as next invoice number' link is also present.

Record your VAT number and rate (0.20 for 20%) and set your default requirements for applying VAT:

- Default apply VAT on client fees
- Default apply VAT on holdings

If the default is set to apply VAT on client fees or holdings, the rate of VAT will automatically be applied and displayed when creating a fee expectation for a new client or holding. If the default is switched off, the VAT can be added manually on the fee expectation.

3.2 VAT on existing Clients

To apply the VAT rate to an existing client for all future fees created, you will need to enable the Default apply VAT button on the **Clients > Overview** tab:

Clients ▾ Clients > Overview > Client Status

Client status
FSA Client type: Intermediate client

Current client status / Date of change: Current 12/09/2007

Is this a fee paying client? / Fee basis / Fund Percentage: Yes Fund based

Fee payment method: Client Cheque

Default apply VAT: ☒ 20%

Meetings
Next meeting date: 04/06/2009

Meeting reason: Initial - Pre Fact Find

Date of next client valuation: 29/09/2010

Date of next client review: 07/04/2012

Tasks
Number of outstanding tasks: 133

Number of current projects: 1

New business
Incomplete new business records: 68

Proposed but not due: £467.00

Due but not yet paid: £107,868.74

Total client invoices due for payment: £64,344.50

Print client overview

Quit

The rate of VAT will automatically be applied and displayed when creating a new fee expectation for the client. If the default is switched off, the VAT can be added manually on the fee expectation:

Clients ▾ Clients > Client account > Fees > Billing set-up

Account
Client: Ashbee, Joan

Apply VAT: ☒
Payee (for reconciliation of income): Ashbee, Joan

VAT Rate: 20%

Transaction: Client fee

Fee type:

Policy:

Description of the service provided:

Period of free credit / payment delay: days Anticipated 17/12/12

Total time charged:

Total disbursements charged:

Total amounts offset:

Total invoicable items: VAT £0.00

Actual amount of invoice (excl VAT): Use total invoicable

Contribution to client's Profit / Loss:

☐ Debtor

Create invoice

Related project:

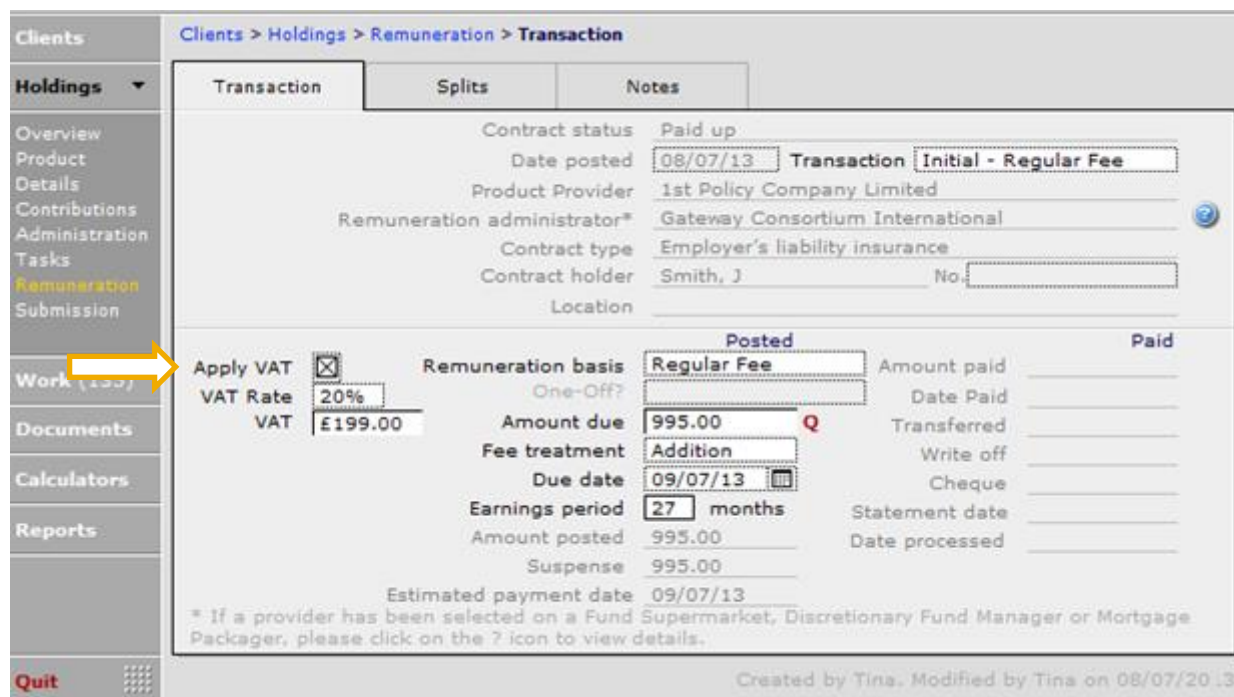
Min fee:

Max fee:

Quit

3.3 VAT on existing Holdings

On the expectation accessed from Remuneration screen on a holding, you can check the **Apply VAT** box to confirm if VAT needs to be recorded against the remuneration. CCD will then calculate the amount of the VAT once the Amount due has been input:



Clients > Holdings > Remuneration > Transaction

Transaction | Splits | Notes

Contract status: Paid up
 Date posted: 08/07/13 Transaction: Initial - Regular Fee
 Product Provider: 1st Policy Company Limited
 Remuneration administrator*: Gateway Consortium International
 Contract type: Employer's liability insurance
 Contract holder: Smith, J No:
 Location:

Apply VAT ☒ Remuneration basis: Regular Fee
 VAT Rate: 20% Amount paid:
 VAT: £199.00 One-Off?: Amount due: 995.00 Q
 Fee treatment: Addition Date Paid:
 Due date: 09/07/13 Transferred:
 Earnings period: 27 months Write off:
 Amount posted: 995.00 Cheque:
 Suspense: 995.00 Statement date:
 Estimated payment date: 09/07/13 Date processed:
 * If a provider has been selected on a Fund Supermarket, Discretionary Fund Manager or Mortgage Packager, please click on the ? icon to view details.

Created by Tina. Modified by Tina on 08/07/2013

If the option to Default apply VAT on holdings has been enabled within **Setup > User Info > Financial** and you have set the Default apply VAT button on the **Client > Overview** tab on the client record you will not need to click **Apply VAT** as it will automatically be checked by default.

4 New client fee types

The following fee types have been created to meet the FCA's requirements for the reporting of fees in the RMAR section K and L returns:

- Section K – Adviser Charge Revenue
 - Initial Adviser Charge
 - Ongoing Adviser Charge

In 4.3.1, you have the option to set an initial fee as a **One-off** service when creating a fee from the **Clients > Account** area. This is achieved by selecting **Initial Adviser Charge** as the fee type and setting the **One-Off** flag to **Yes**.

- Section L – Consultancy Charge Revenue Report
 - Initial Consultancy Charge
 - One-Off Consultancy Charge
 - Ongoing Consultancy Charge

Client fees should primarily be created using the **Fee Set-up** section within the **Clients > Account** area, as it enables the opportunity to create initial and ongoing charges with different payment profiles i.e. single, monthly, quarterly, half yearly and annually. However, if you wish to create a client fee paid via a single lump sum payment, the **Billing set-up** function can be utilised from within the **Clients > Account > Fees due** area. For further details regarding the creation of remuneration expectations associated to plans please refer to the section [Creating remuneration expectations](#).

Adviser and Consultancy fees set up in CCD 4.3, following the instructions provided, will be automatically mapped to the equivalent charges in CCD 4.3.1 as part of the upgrade routine.

4.1 Creating client fees via fee setup

A number of the current remuneration reports accessed via **Admin > Reports** have been updated to show the type of fee i.e. initial adviser charge, ongoing adviser charge, initial consultancy charge, one-off consultancy charge or ongoing consultancy charge. This is to assist those users that do not currently have the compliance module in identifying the types, value and FCA business class type of client fees. As a result it is important that this information is captured.

Adviser charges created via fee set-up, whether a one-off service or not, can be paid as a single payment or by installments. You can specify a fee start and end date if paying by installments. To flag a one-off service, navigate to **Clients > Account > Fees > Fee set-up > Add Record**.

Clients > Client account > Fees > Fee set-up > Fee splits

Account Fees Statements

Invoices due Fee set-up Mandates

Setup Fee due Splits

Fee Holding Scheme

Description of the fee Account management charge

Amount due (ex VAT) 1,000.00 Ref

VAT amount VAT %

Total invoice 1,000.00 Next

Payable from

Date fees end

Frequency

Current fee

DDM/SO/BACS

FCA Activity category

Regulated / Non regulated

Income type Fee

Advice Basis Fee

FCA business class

Fee type

One-Off? Yes

From here, you can also mark the fee as paid by:

- Direct Debit Mandate,
- Standing order or
- Bankers automated clearing service.

If payment is made by one of these automated options, the fee does not require invoicing and will be available immediately in the **Amounts Due** list for reconciliation within the **Admin > Remunerations** area.

If the fee in question is a one-off service, set the **One-Off** field to **Yes**.

A new field called **FCA Business class** has been added to the Fee setup screens below **Advice type**. The new field is non mandatory and allows one of the following options to be selected:

- General Insurance
- Home Finance
- Investment
- Life & pensions
- Pure Protection
- Other

Where no business class is specified against a client fee i.e. the field is left blank, the user is not prompted to complete the field.

Instances where the FCA business class is left blank the fee will appear in the **Investment mediation** row for reporting purposes on the [Section J RMAR report](#).

The FCA business class can be set by linking the fee to a holding or scheme. The holding / scheme product business class derived from the product selected will be set as the default client fee business class.

If the user sets the client fee business class manually, CCD will only display those holding or schemes that have the same matching business class as that set by the user.

NB If the user wishes to link a fee to a holding with a different business class, a new client fee will need to be created with the appropriate business class selected.

To link the holding / scheme, navigate to the relevant tab within the current **Fees** screen:

Clients > Client account > Fees > Fee set-up > Fee splits

Account Fees Statements

Fees due Fee set-up Mandates

Setup Fee due Splits

Fee Holding Scheme

Select all Deselect all

Provider	Type	Policy Number	Start	In force
1st Policy Company Limited	Group Personal Pension	No policy number	19/10/2010	In force
2CG Funds Plc	Unit Linked Bond	56456485	12/10/2010	In force

*Click row(s) to link this Fee to a holding

Click on the appropriate holding to link the holding to the fee record. You have options to **Select all** or **Deselect all** as appropriate.

Whether you use the Regulatory reports within the Compliance Module or the reports within the Admin section to identify the types and value of client fees being charged, it is imperative that you complete the information at the bottom of this page.

If this information is not completed, the reports available to you will be incorrect.

4.2 Creating single client fees via billing setup

A number of the current remuneration reports accessed via **Admin > Reports** have been updated to show the type of fee i.e. initial adviser charge, ongoing adviser charge, initial consultancy charge, one-off consultancy charge or ongoing consultancy charge. This is to assist those users that do not currently have the compliance module in identifying the types, value and FCA business class type of client fees. As a result it is important that this information is captured.

If you wish to use the Billing set-up area to produce a fee for a client to be paid as a single instalment, navigate to the client record and then to **Account > Fees**:

Clients ▾ Clients > Client account > Fees

Account Fees ▾ Statements

Add note

Fee for	Date	Accounts ref	Amount
Financial Planning	17/12/12		495.00
Monthly service fee	17/12/12		200.00
Client Fee Excl VAT	18/12/12		500.00
Client Fee Inc VAT	18/12/12		175.00
Legacy Fee Charge	18/12/12		0.00
Client Fee Excl VAT	18/12/12		555.00
Client Fee Inc VAT	18/12/12		0.00

Total client fees due for payment (£) 1,925.00

Print schedule of fees currently due for payment ➔ Create new client fee

NB All client fees that are to be settled via multiple instalments should be created via Fee Set-up

The **Invoice Allocation** tab will not be available to users if the invoice functionality is not enabled within the **Setup > User Info > Financial** area.

Click on **Create new client fee** and complete the details:

Clients ▾ Clients > Client account > Fees > Billing set-up

Billing set-up | Splits | Notes

Apply VAT ☒ Client Ashbee, Joan
 VAT Rate 20% Payee (for reconciliation of income) Ashbee, Joan
 Transaction Client fee
 Fee type Financial Planning
 Policy
 Description of the service provided Monthly service fee
 Period of free credit / payment delay 28 days Anticipated 14/01/13
 Total time charged
 Total disbursements charged
 Total amounts offset
 Total invoicable items VAT £40.00
 Actual amount of invoice (excl VAT) 200.00 Use total invoicable
 Contribution to client's Profit / Loss 200.00

☐ Debtor

Related project Min fee Max fee

Billing set-up | Time charged | Disbursements | Print options

Quit

If VAT is to be applied, check the **Apply VAT** box and the VAT amount will be calculated once the **Actual amount of invoice (excl VAT)** is input.

Navigate to the **Splits** tab and the **Notes** tab to record relevant information. Whether you use the Regulatory reports within the Compliance Module or the reports within the Admin section to identify the types and value of client fees being charged, it is imperative that you complete the information at the bottom of the **Notes** page:

Clients ▾ Clients > Client account > Fees > Billing set-up > Invoice notes

Billing | Splits | **Notes**

Holdings | Schemes

Provider	Type	Policy Number	Start
1st Policy Company Limited	Unit Linked Bond	234567890	26/11/20
1st Policy Company Limited	Buildings and contents	Holding 1	27/11/20
1st Policy Company Limited	Unit Linked Bond	Holding 2	27/11/20

*Click row(s) to link this fee to a holding

FCA Activity category Other Regulated activities
 Regulated / Non regulated Regulated Fee type Initial Adviser Charge
 Income type Fee Advice type Restricted
 Advice basis Advised One-Off? Yes
 FCA business class Investment

Quit

If the fee in question is a one-off service, set the **One-Off** field to **Yes**.

A new field called **FCA Business class** has been added to the Fee setup screens below **Advice type**. The new field is non mandatory and allows one of the following options to be selected:

- General Insurance
- Home Finance
- Investment
- Life & pensions
- Pure Protection
- Other

Where no business class is specified against a client fee i.e. the field is left blank, the user is not prompted to complete the field.

Instances where the FCA business class is left blank the fee will appear in the **Investment mediation** row for reporting purposes on the [Section J RMAR report](#).

The FCA business class can be set by linking the fee to a holding or scheme. The holding / scheme product business class derived from the product selected will be set as the default client fee business class.

If the user sets the client fee business class manually, CCD will only display those holding or schemes that have the same matching business class as that set by the user.

NB If the user wishes to link a fee to a holding with a different business class, a new client fee will need to be created with the appropriate business class selected.

Click on the appropriate holding to link the holding to the fee record. You have options to **Select all** or **Deselect all** as appropriate.

Whether you use the Regulatory reports within the Compliance Module or the reports within the Admin section to identify the types and value of client fees being charged, it is imperative that you complete the information at the bottom of this page.

If this information is not completed, the reports available to you will be incorrect.

Once the details has been completed on the fee, if you wish to produce a printable record, click back on the **Billing** tab, navigate to the **Print options** tab and select **Create a printable invoice**. For further information on invoicing, please refer to the [Invoicing section](#).

5 Invoicing

There have been a number of changes made to the Invoicing section of CCD.

If the CCD invoice functionality is enabled, the client account section will allow creation of an invoice to include multiple fees and the capability to offset the exact amount of the invoice against remunerations paid.

Some firms have their own invoice numbers kept on another medium and this can now be incorporated into CCD, so that new invoices are automatically given the next number.

In some instances firms may not wish to utilise CCD invoice functionality, as invoice production may be facilitated via a 3rd party solution, in which case the client has the opportunity to disable CCD invoicing.

The upgrade to CCD V4.3.1 is deployed with the invoicing switched off.

To setup CCD to generate invoices, please read the section [Setting up CCD for Invoicing](#).

If you are not using CCD for invoicing, please go to the section [Setting Up CCD to Facilitate Invoicing via a 3rd Party Solution](#).

5.1 Setting up CCD for invoicing

To use CCD for invoicing, **within Setup > User Info > Financial**, check the box **Use CCD for invoicing**.

Enter details for **Prefix** and/or **Suffix** if applicable.

The **Invoice number start** field can be used to confirm which invoice number the system should start from. This will be useful if you have already been using an invoice system and have a specific number that you need to start using within CCD.

Record the invoice number that you want CCD to start using and click **Set as next invoice number**.

Every new invoice you set up will be given the appropriate invoice number.

If the box **Use CCD for invoicing** is selected and the **Invoice number start** field is left blank, the system will start the invoicing number at 00000001:

Setup > **User information** > **Financial**

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | **Financial** | Charging Structure | T&C Advice types


VAT details

VAT No. 502229195 Use CCD for invoicing ☒ Yes

VAT rate 20% [History](#)

Default apply VAT on client fees ☒

Default apply VAT on holdings ☒

Invoice Number 

Prefix Capita

Suffix Fareham1

Invoice number start 0000108 [Set as next invoice number](#)

[Apply this VAT rate to all branches](#)

[Apply this VAT rate to all client fees due where VAT is applied](#)

[Apply this VAT rate to all adviser fees due](#)

The details entered on the example above will show on the invoice like this:

Invoice	CAPITA0000108FAREHAM1	23/11/2012
---------	-----------------------	------------

5.1.1 Producing a single fee invoice

You can still produce a single fee invoice for a client, but now you can also produce an invoice for a number of fees (both single and regular) all recorded on the same invoice.

Additional information is required on the Fee to record the Advice basis, Advice type and FCA Business Class to populate the regulatory reports in Compliance module.

When producing a single fee for a client where an invoice is to be issued, navigate to the client record and then to **Account > Fees**:

Clients ▾ Clients > Client account > Fees

Account Fees Statements

Add note

Fee for	Date	Accounts ref	Amount

Total client fees due for payment (£)

Print schedule of fees currently due for payment

Create new client fee

Click on **Create new client fee** and complete the details:

Clients ▾ Clients > Client account > Fees > Billing set-up

Billing set-up Splits Notes

Apply VAT ☒ VAT Rate

Client Ashbee, Joan
Payee (for reconciliation of income) Ashbee, Joan
Transaction Client fee
Fee type Financial Planning
Policy Financial Planning

Description of the service provided Financial Planning
Period of free credit / payment delay 14 days Anticipated 07/12/12
Total time charged
Total disbursements charged
Total amounts offset
Total invoicable items
Actual amount of invoice (excl VAT) 495.00 Use total invoicable
Contribution to client's Profit / Loss 495.00

VAT £99.00

☐ Debtor Create invoice

Related project Min fee
Max fee

Billing set-up Time charged Disbursements Offsets Print options

If VAT is to be applied, click the **Apply VAT** check box and the VAT amount will be calculated once **the Actual amount of invoice (excl VAT)** is input.

Click onto the **Splits** tab and the **Notes** tab to record relevant information. Whether you use the Regulatory reports within the Compliance Module or the reports within the Admin section to identify the types and value of client fees being charged, it is imperative that you click the **Notes** tab and record the information at the bottom of the page:

Clients ▾ Clients > Client account > Fees > Billing set-up > Invoice notes

Billing Splits **Notes**

Holdings Schemes

Provider	Type	Policy Number	Start
1st Policy Company Limited	Unit Linked Bond	234567890	26/11/20
1st Policy Company Limited	Buildings and contents	Holding 1	27/11/20
1st Policy Company Limited	Unit Linked Bond	Holding 2	27/11/20

*Click row(s) to link this Fee to a holding

FCA Activity category: Other Regulated activities
 Regulated / Non regulated: Regulated
 Income type: Fee
 Advice basis: Advised
 Fee type: Initial Adviser Charge
 Advice type: Restricted
 One-Off?: Yes
 FCA business class: Investment

General Insurance
 Home Finance
Investment
 Life & pensions
 Pure Protection
 Other
 Edit...

Once the detail has been completed on the fee, an invoice can be printed. Click back on the **Billing** tab and click **Create invoice**.

If the fields have not been completed on the **Notes** tab, a warning will be displayed asking you to complete the regulatory fields before an invoice can be generated.

Once you have completed the fields, navigate back to **Create invoice** and the following will appear:

Invoice

Do you want to create an invoice for this fee only, with no offsets?

No Yes

Click **Yes** and the invoice will be displayed:

FileMaker Pro - [Commrec]

File Edit Data Help

Invoice

Return Print Preview

Time Disburs Offsets

PDF Void

Mr J Ashbee

91 Bradstow Way

Broadstairs

Kent

CT10 1AH

Thorley Wash

Bishops Stortford

Hertfordshire

CM23 4GF

Telephone: 01279 756060

Facsimile: 01279 753000

Firm reference number:

Invoice	CAPITA0000109FAREHAM1	23/11/2012
Financial Planning	Financial Planning	495.00

To view the invoice, click **Preview**. If you want to print the invoice without viewing, click **Print**.

The client's address will pre-populate and all the information recorded on the input page will be displayed:

<h1>Invoice</h1>		<p>CAPITA FINANCIAL SOFTWARE</p>
<div> <p>Mr J Ashbee</p> <p>91 Bradstow Way</p> <p>Broadstairs Kent CT10 1AH</p> </div>		<p>Thorley Wash Bishops Stortford Hertfordshire CM23 4GF Telephone: 01279 756060 Facsimile: 01279 753000 Firm reference number:</p>
<p>Invoice CAPITA0000109FAREHAM1</p>		<p>23/11/2012</p>
Financial Planning	Financial Planning	495.00
<p>Amount charged</p>		495.00
<p>Amount offset</p>		
<p>Amount due (excl VAT)</p>		495.00
<p>VAT @ 20.00%</p>		99.00
<p>Total amount due £</p>		594.00
<p>Settlement</p>		

A new section has been added to the invoice which allows a firm to invite the client to pay directly into their bank account:

<p>Settlement</p>	
<p>Please pay to: Royal Bank of Scotland Capita Financial Software Ltd Account No: 22466995 Sort Code: 15-10-00</p>	<p>Or draw your cheque in favour of and return it with the detachable remittance advice slip below.</p> <p>Please detach the remittance advice slip and return it along with settlement of your account.</p>
<p>Remittance advice slip</p>	

This information will be populated by the detail entered under **Setup > User Info > Banking** within the **Standing order mandates** section:

Setup ▾ Setup > User information > **Banking details**

Your company	Regulatory	Company brand	System brand	Locations
--------------	------------	---------------	--------------	-----------

Contact	Banking	Financial	Charging Structure	T&C Advice types
---------	----------------	-----------	--------------------	------------------

Standing order mandates

Bank	Royal Bank of Scotland
Bank branch	Threadneedle Street London
Account number	2 2 4 6 6 9 9 5
Account name	Capita Financial Software Ltd
Sort code	15 - 10 - 00
Standing order collection day	25th day of each month

The payee information will be populated by the detail entered under the location **Setup > User Info > Locations** within the **Locations > Invoicing** section:

Setup ▾ Setup > User information > Locations > Location details > **Invoicing**

Address ▾	Advisers	Regulatory text
-----------	----------	-----------------

Primary	Contact	Agencies	Brand	Invoicing
---------	---------	----------	-------	------------------

VAT number	900AA
Company registration number	800AA
Invoice Payee	CFSL
VAT rate applicable to this location	20%
Remittance address	Main office

Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
CM23 4AT

► Apply this VAT rate to client fees due for this Location

► Apply this VAT rate to adviser fees due for this Location

Quit [grid icon]

5.1.2 Producing an invoice for multiple fees

You may be invoicing a client for a number of fees at the same time and want to produce one invoice for these fees. This can be achieved within **Client > Account > Fees > Invoice Allocation**:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Client Fee Excl VAT	Client Fee	18/12/12	500.00	100.00	<input type="checkbox"/>
Client Fee Inc VAT	Client Fee	18/12/12	175.00	35.00	<input type="checkbox"/>
Legacy Fee Charge	Client Fee	18/12/12	50.00	10.00	<input type="checkbox"/>
Client Fee Excl VAT	Client Fee	18/12/12	1,500.00	300.00	<input type="checkbox"/>

Total Invoicable Items 2,670.00

Payments Received	Contract Type	Date	Available	Amount	Offset
Aviva Healthcare	Income	18/12/201	995.00	995.00	<input type="checkbox"/>

Net Invoice Amount
Total Amount Offset
Apply Discount
Actual Net Invoice Amount
Total Payments Received
Contribution to Profit/Loss

Show payments received within last days [Return](#) [Create invoice](#)

Invoice Allocation Invoice

* VAT may only be applied to part of the Actual Net Invoice Amount

You may need to amend the **Show payments received within the last XX days** as the default is set to 31 days.

On the page shown above, the client has several fees due and there has been £995 received for an Aviva Income Protection plan. The following is possible:

- 1) Create an invoice for two or more of the fees
- 2) Create an invoice for two or more of the fees and offset some or all of the amount due from the payment received.

5.1.3 Creating an invoice for multiple fees

Select the fees to create the invoice for, by checking the **Select** box:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Client Fee Excl VAT	Client Fee	18/12/12	500.00	100.00	<input checked="" type="checkbox"/>
Client Fee Inc VAT	Client Fee	18/12/12	175.00	35.00	<input checked="" type="checkbox"/>
Legacy Fee Charge	Client Fee	18/12/12	50.00	10.00	<input type="checkbox"/>
Client Fee Excl VAT	Client Fee	18/12/12	1,500.00	300.00	<input type="checkbox"/>

Total Invoicable Items 2,670.00

Payments Received	Contract Type	Date	Available	Amount	Offset
Aviva Healthcare	Income	18/12/201	995.00	995.00	<input type="checkbox"/>

Show payments received within last days

Invoice Allocation Invoice

* VAT may only be applied to part of the Actual Net Invoice Amount

Net Invoice Amount: 675.00
Total Amount Offset: £0.00
Apply Discount: £0.00
Actual Net Invoice Amount: 675.00
Total Payments Received: 995.00
Contribution to Profit/Loss: 675.00

Return Create invoice

Once this has been done, click the **Create invoice** button and a pop up will appear:

Invoice

This action will apply the offsets you have set, and create an invoice for the selected fees.

Do you wish to continue?

Cancel Invoice

Click **Invoice** and this page is displayed:

Invoice

Return	Print	Preview
Time	Disburs	Offsets
PDF	Void	

Mr J Ashbee

91 Bradstow Way

Broadstairs
Kent
CT10 1AH

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
Hertfordshire
CM23 4AT
Telephone: 01279 756060
Facsimile: 01279 753000
Firm reference number: 800AA

Invoice CAPITA00000000213FAREHAM1		18/12/2012
Client Fee Excl VAT	Mortgage consultancy fee	500.00
Client Fee Inc VAT	Advice only fee	175.00

Click **Preview** to view before printing otherwise, click **Print**:

Invoice

Mr J Ashbee

91 Bradstow Way

Broadstairs
Kent
CT10 1AH

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
Hertfordshire
CM23 4AT
Telephone: 01279 756080
Facsimile: 01279 753000
Firm reference number: 800AA

Invoice CAPITA00000000213FAREHAM1

18/12/2012

Client Fee Excl VAT	Mortgage consultancy fee	500.00
Client Fee Inc VAT	Advice only fee	175.00
	Amount charged	675.00
	Amount offset	
	Amount due (excl VAT)	675.00
	VAT @ 20.00%	135.00
	Total amount due £	810.00

Settlement

Please pay to: Royal Bank of Scotland
Capita Financial Software Limited
Account No: 22466995
Sort Code: 15-10-00

Or draw your cheque in favour of
CFSL and return it with the
detachable remittance advice slip
below.

Please detach the remittance advice slip and return it along with settlement of your account.

5.1.4 Creating an invoice for multiple fees using the offset functionality

If remuneration has been paid, fees can be offset against some or all of the paid remuneration. To use this functionality, choose the fees to be invoiced for and then select the paid remuneration to offset against:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Legacy Fee Charge	Client Fee	18/12/12	50.00	10.00	<input checked="" type="checkbox"/>
Client Fee Excl VAT	Client Fee	18/12/12	1,500.00	300.00	<input checked="" type="checkbox"/>

Total Invoicable Items 1,860.00

Payments Received	Contract Type	Date	Available	AmountOffset
Aviva Healthcare	Income	18/12/201	995.00	995.00 <input checked="" type="checkbox"/>

Show payments received within last 31 days

Invoice Allocation Invoice

* VAT may only be applied to part of the Actual Net Invoice Amount

Net Invoice Amount: 1,550.00
Total Amount Offset: 995.00
Apply Discount: £0.00
Actual Net Invoice Amount: 555.00
Total Payments Received: 995.00
Contribution to Profit/Loss: 555.00

Return Create invoice

As the payment received is £995, which is less than the fees due, the full amount has been selected for offset. To create an invoice click on **Create invoice**:

Invoice

This action will apply the offsets you have set, and create an invoice for the selected fees.

Do you wish to continue?

Cancel Invoice

Click **Invoice** to this pop up message and then select **Preview** to view the invoice, or **Print**. The invoice displays the original fee amount, less the offset than calculates the total amount due, including VAT if applicable:

Invoice

CAPITA
FINANCIAL SOFTWARE

Mr J Ashbee

91 Bradstow Way

Broadstairs
Kent
CT10 1AH

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
Hertfordshire
CM23 4AT
Telephone: 01279 756080
Facsimile: 01279 753000
Firm reference number: 800AA

Invoice CAPITA00000000214FAREHAM1

18/12/2012

Legacy Fee Charge	Consultancy fee	50.00
Client Fee Excl VAT	Mortgage consultancy fee	1,500.00
Amount charged		1,550.00
Amount offset		995.00
Amount due (excl VAT)		555.00
VAT @ 20.00%		111.00
Total amount due £		666.00

Settlement

Please pay to: Royal Bank of Scotland
Capita Financial Software Limited
Account No: 22466995
Sort Code: 15-10-00

Or draw your cheque in favour of
CFSL and return it with the
detachable remittance advice slip
below.

Please detach the remittance advice slip and return it along with settlement of your account.

Remittance advice slip

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
CM23 4AT

Mr J Ashbee
Invoice Date: 18 December 2012
Accounts Ref: 1234567

Sub Total 555.00
VAT @ 20.00% 111.00
Total amount due £ 666.00

Settlement enclosed

Signed Date

VAT No. 900AA

If the fee due is less than the payments received, you can specify the amount required to offset. In the example below the amount of £250 due for the fee will be offset against the payment received.

Select the fee to create the invoice for, by checking the **Select** box:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Client Fee Inc VAT	Client Fee	18/12/12	250.00	50.00	<input checked="" type="checkbox"/>

Total Invoicable Items 300.00

Payments Received	Contract Type	Date	Available	Amount	Offset
Aviva Healthcare	Income	18/12/201	0.00	0.00	<input type="checkbox"/>
Standard Life	Wrap	18/12/201	2,200.00	0.00	<input type="checkbox"/>

Show payments received within last 31 days ◀ Return ➤ Create invoice

Invoice Allocation Invoice

Quit [Grid Icon]

* VAT may only be applied to part of the Actual Net Invoice Amount

Summary:
 Net Invoice Amount: 250.00
 Total Amount Offset: £0.00
 Apply Discount: £0.00
 Actual Net * Invoice Amount: 250.00
 Total Payments Received: 2,200.00
 Contribution to Profit/Loss: 250.00

Select the payment received to offset by clicking the **Offset** button and enter the **Amount** to offset:

Clients ▾ Clients > Client account > Fees > Invoice allocation

Fees Due	Fee Type	Due Date	Amount	VAT	Select
Client Fee Inc VAT	Client Fee	18/12/12	250.00	50.00	<input checked="" type="checkbox"/>

Total Invoicable Items 300.00

Payments Received	Contract Type	Date	Available	Amount	Offset
Aviva Healthcare	Income	18/12/201	0.00	0.00	<input type="checkbox"/>
Standard Life	Wrap	18/12/201	2,200.00	250	<input checked="" type="checkbox"/>

Show payments received within last 31 days ◀ Return ➤ Create invoice

Invoice Allocation Invoice

Quit [Grid Icon]

* VAT may only be applied to part of the Actual Net Invoice Amount

Summary:
 Net Invoice Amount: 250.00
 Total Amount Offset: 2,200.00
 Apply Discount: £0.00
 Actual Net * Invoice Amount: -1,950.00
 Total Payments Received: 2,200.00
 Contribution to Profit/Loss: -1,950.00

Create the invoice and select **Preview** to view the invoice, or **Print**. The invoice displays the original fee amount, less the offset and the calculated the total amount due, including VAT if applicable. As the fee has been fully offset against the payment received, the invoice will display a 0.00 amount due:

Invoice

Mr J Ashbee
91 Bradstow Way
Broadstairs
Kent
CT10 1AH

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
Hertfordshire
CM23 4AT
Telephone: 01279 756080
Facsimile: 01279 753000
Firm reference number: 800AA

Invoice CAPITA00000000215FAREHAM1		18/12/2012
Client Fee Inc VAT	Mortgage consultancy fee	250.00
Amount charged		250.00
Amount offset		250.00
Amount due (excl VAT)		0.00
VAT @ 20.00%		0.00
Total amount due £		0.00

Once you have created the invoice, the system will automatically calculate the remaining balance against the provider payment which can be used to offset future client fees:

Payments Received	Contract Type	Date	Available	AmountOffset	
Aviva Healthcare	Income	18/12/201	0.00	0.00	<input type="checkbox"/>
Standard Life	Wrap	18/12/201	1,950.00	0.00	<input type="checkbox"/>

Show payments received within last days

Return Create invoice

5.1.5 Voiding an invoice

If an invoice had been produced in error and is not required, it can be cancelled by voiding the invoice on CCD.

Locate the invoice to cancel within **Clients > Account > Fees > Invoice Allocation > Invoice tab:**

Clients ▾ Clients > Client account > Fees > Invoice allocation

Contact
Personal
Account
Data upload
Marketing
Servicing
View Michael
Holdings (4)
Work (3)
Documents
Calculators
Reports
Quit

Issued Client Invoices

Invoice No.	Amount	Date	Status	
CAPita00000000182Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000183Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000184Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000185Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000188Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000189Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000190Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000191Fareham1	0.00	17/12/2012	Invoiced	View
CAPita00000000192Fareham1	0.00	17/12/2012	Void	View

Invoice Allocation Invoice

* VAT may only be applied to part of the Actual Net Invoice Amount

Now, click on the **>View** button and select **Void** from the menu at the top of the page:

Invoice

Return Print Preview
Time Disburs Offsets
PDF **Void**

Mr J Ashbee

91 Bradstow Way

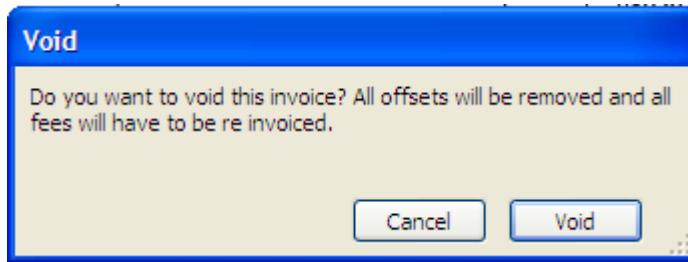
Broadstairs
Kent
CT10 1AH

CFSL
Capita Financial Software Limited
Thorley Wash Business Centre
Thorley Wash
Bishops Stortford
Hertfordshire
CM23 4AT
Telephone: 01279 756080
Facsimile: 01279 753000
Firm reference number: 800AA

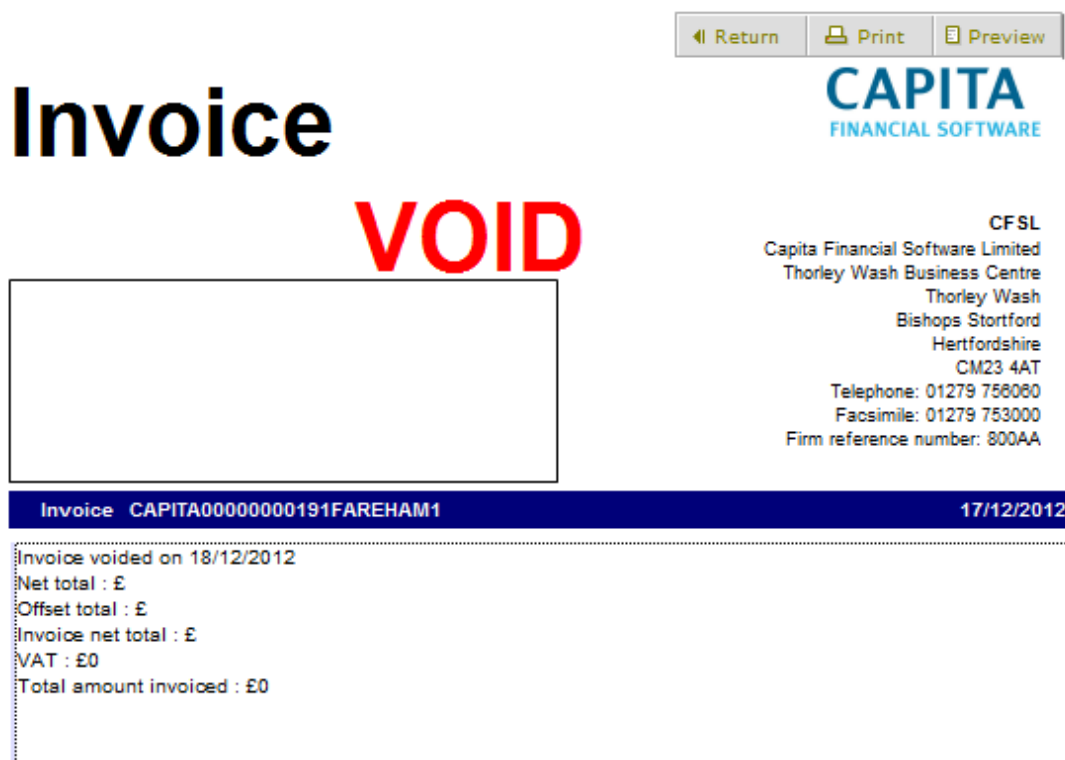
Invoice CAPITA00000000191FAREHAM1

17/12/2012

Select **Void** from the pop up:



A copy of the invoice will then be displayed with the word **Void** displayed in red at the top of the invoice:



This is displayed in red under the **Invoice** tab within the **Invoice Allocation** tab.

5.2 Setting Up CCD to facilitate invoicing via a 3rd party solution

The new functionality is deployed with the invoicing switched off as part of the upgrade routine. The settings can be found within **Setup > User Info > Financial**.

Invoice dates are used to compile some of the compliance reports. If you are using a 3rd party solution to run your invoicing, you will need to select the date to base certain regulatory and admin reports on:

- Due date
- Posted date

Navigate to **Setup > User Info > Financial** and specify the date you wish to use:

The screenshot shows the 'Setup > User information > Financial' window. The left sidebar contains a menu with 'Setup' expanded, showing 'User info.', 'Admin. codes', 'Standard text', 'Staff list', 'Providers', 'Products', 'Prices', 'Forms', 'Technical', and 'Tables'. Below this is 'User licence' and a 'Quit' button. The main area has tabs for 'Your company', 'Regulatory', 'Company brand', 'System brand', and 'Locations'. Under 'Your company', there are sub-tabs for 'Contact', 'Banking', 'Financial' (selected), 'Charging Structure', and 'T&C Advice types'. The 'Financial' tab contains the following fields and options:

- VAT details:**
 - VAT No.: 502229195
 - VAT rate: 20% (with a 'History' link)
 - Default apply VAT on client fees: ☒
 - Default apply VAT on holdings: ☒
 - Use CCD for invoicing: ☐ Yes
 - Invoice dates are used to compile certain compliance reports. If you use an external system for invoicing select the date to use.
- Invoice Number:**
 - Prefix: Capita
 - Suffix: Fareham1
 - Invoice number start: 0000108 (with a 'Set as next invoice number' link)
 - Due Date / Posted Date: ☒ Due Date ☐ Posted Date
- Below the fields, there are three green links:
 - Apply this VAT rate to all branches
 - Apply this VAT rate to all client fees due where VAT is applied
 - Apply this VAT rate to all adviser fees due

If you wish to record individual fees within CCD and produce an invoice record for your file, this can still be done within CCD. Currently when an invoice is produced in CCD, if an invoice reference is required it needs to be added manually. Moving forward, you can still manually add an invoice reference, but you can also set up the information within CCD to automate the invoice number creation.

Enter details for **Prefix** and/or **Suffix** if applicable.

The **Invoice number start** field can be used to confirm which invoice number the system should start from. This will be useful if you have already been using an invoice system and have a specific number that you need to start using within CCD.

Record the invoice number that you want CCD to start using and click **Set as next invoice number**.

Every new invoice you set up will be given the appropriate invoice number.

If the box **Use CCD for invoicing** is selected and the **Invoice number start** field is left blank, the system will start the invoicing number of at 00000001.

This details entered will show on the invoice like this:

Invoice	CAPITA0000108FAREHAM1	23/11/2012
---------	-----------------------	------------

6 Remuneration changes

6.1 Adviser Charges and Consultancy Charges

The fee terminology has been updated to make the selection clearer to the user. Adviser and Consultancy fees set up in CCD 4.3 using the instructions provided will be automatically mapped to the equivalent charges in CCD 4.3.1 as part of the upgrade routine. Details of the fee mapping are shown on the pages below.

Adviser Fee Mapping from 4.3 to 4.3.1

Mapping of adviser fees paid directly by clients (via Clients > Accounts)

		4.3.1 Client Fee Mapping	
Client Fee Description	4.3 Fee type	Fee Type	One-off Service Flag
Add one off adviser charge paid directly by the client	Client One-Off	Initial Adviser Charge	Set to Yes
Add initial adviser charge paid directly by the client	Client Initial Fee	Initial Adviser Charge	Unpopulated or set to No
Add regular initial adviser charge paid directly by the client	Client Initial Fee	Initial Adviser Charge	Unpopulated or set to No
Add ongoing adviser charge paid directly by the client	Client Ongoing Retainer	Ongoing Adviser Charge	Unpopulated or set to No

Mapping of adviser fees facilitated by providers (via Clients > Holdings > Remuneration)

			4.3.1 Client Charge Mapping		
Client Fee Description	Remuneration Type	4.3 Remuneration Basis	Platform Flag (Holding Product Screen)	Remuneration Basis	One-off Service Flag
Add one off adviser charge facilitated by the provider	Add Initial Remuneration Item	One-off fee	Unchecked	Initial Adviser Charge	Set to 'Yes'
Add initial adviser charge facilitated by the provider	Add Initial Remuneration Item	Initial fee	Unchecked	Initial Adviser Charge	Unpopulated or set to No
Add regular initial adviser charge facilitated by the provider	Regular Initial Tab	Initial fee	Unchecked	Initial Adviser Charge	Unpopulated or set to No
Add ongoing adviser charge facilitated by the provider	Renewal Tab	Ongoing fee	Unchecked	Ongoing Adviser Charge	Unpopulated or set to No

Mapping of adviser fees facilitated by platforms (via Clients > Holdings > Remuneration)

			4.3.1 Client Charge Mapping		
Client Fee Description	Remuneration Type	4.3 Remuneration Basis	Platform Flag (Holding Product Screen)	Remuneration Basis	One-off Service Flag
Add one off adviser charge facilitated by the platform	Add Initial Remuneration Item	One-off fee	Checked	Initial Adviser Charge	Set to 'Yes'
Add initial adviser charge facilitated by the platform	Add Initial Remuneration Item	Initial fee	Checked	Initial Adviser Charge	Unpopulated or set to No
Add regular initial adviser charge facilitated by the platform	Regular Initial Tab	Initial fee	Checked	Initial Adviser Charge	Unpopulated or set to No
Add ongoing adviser charge facilitated by the platform	Renewal Tab	Ongoing fee	Checked	Ongoing Adviser Charge	Unpopulated or set to No

Consultancy Charge Mapping from 4.3 to 4.3.1

Mapping of consultancy charges paid directly by corporate clients (via Clients > Account)

		4.3.1 Client Fee Mapping	
Client Fee Description	4.3 Fee type	Fee Type	One-off Service Flag
Add one off consultancy charge paid directly by the corporate client	Client One-Off	One off Consultancy Charge	Set to 'Yes'
Add initial consultancy charge paid directly by the corporate client	Client Initial Fee	Initial Consultancy Charge	Unpopulated or set to No
Add regular initial consultancy charge paid directly by the corporate client	Client Initial Fee	Initial Consultancy Charge	Unpopulated or set to No
Add ongoing consultancy charge paid directly by the corporate client	Client Ongoing Fee	Ongoing Consultancy Charge	Unpopulated or set to No

Mapping of consultancy charges facilitated by providers (via Clients > Holdings > Schemes > Remuneration)

			4.3.1 Client Charge Mapping		
Client Fee Description	Remuneration Type	4.3 Remuneration Basis	Platform Flag (Scheme Overview Screen)	Remuneration Basis	One-off Service Flag
Add one off consultancy charge facilitated by the provider	Add Initial Remuneration Item	One-off fee	Unchecked	One-Off Consultancy Charge	Set to 'Yes'
Add initial consultancy charge facilitated by the provider	Add Initial Remuneration Item	Initial fee	Unchecked	Initial Consultancy Charge	Unpopulated or set to No
Add regular initial consultancy charge facilitated by the provider	Regular Initial Tab	Initial fee	Unchecked	Initial Consultancy Charge	Unpopulated or set to No
Add ongoing consultancy charge facilitated by the provider	Renewal Tab	Ongoing fee	Unchecked	Ongoing Consultancy Charge	Unpopulated or set to No

Mapping of consultancy charges facilitated by platforms (via Clients > Holdings > Schemes > Remuneration)

			4.3.1 Client Charge Mapping		
Client Fee Description	Remuneration Type	4.3 Remuneration Basis	Platform Flag (Scheme Overview Screen)	Remuneration Basis	One-off Service Flag
Add one off consultancy charge facilitated by the platform	Add Initial Remuneration Item	One-off fee	Checked	One-Off Consultancy Charge	Set to 'Yes'
Add initial consultancy charge facilitated by the platform	Add Initial Remuneration Item	Initial fee	Checked	Initial Consultancy Charge	Unpopulated or set to No
Add regular initial consultancy charge facilitated by the platform	Regular Initial Tab	Initial fee	Checked	Initial Consultancy Charge	Unpopulated or set to No
Add ongoing consultancy charge facilitated by the platform	Renewal Tab	Ongoing fee	Checked	Ongoing Consultancy Charge	Unpopulated or set to No

6.2 Creating remuneration expectations

Remuneration expectations are created under enquiries, holdings or schemes. Both initial and ongoing remuneration can be added to a holding. To setup an expectation navigate to **Clients > Holdings > Remuneration**:

- Select the **Initial remuneration basis** and **Ongoing remuneration basis**
- Complete **Advice basis** and **Advice type category**

An update button has been added on the transaction screen to allow the user to apply changes made to either Advice basis or Advice type category after the adviser fee has been posted. The same fields appear on the **Submission** screen and can be populated from either screen.

Check the **Default splits** tab to ensure all % splits that are due have been applied to the remuneration for the Adviser, Introducer and Network.

The remaining FCA boxes are auto-completed for the regulatory reports according to the holding type. These fields are displayed in the Product list, located under **Setup > Products**.

The **Fee type** is not required on holdings as this detail is populated in the background using the remuneration basis selected on the Remuneration screen i.e. Initial Adviser Charge.

Once the defaults have been set, initial and ongoing remunerations can be added as required.

Initial remunerations are added using the button **Add initial remuneration item** while renewal and regular remunerations are set up by completing the fields on the appropriate tab and then posted across to the reconciliation area as they become due from within **Admin > Remuneration > Postings**.

6.2.1 Adding an initial remuneration facilitated by the Product Provider

To add a new piece of initial remuneration to a holding, click on the button **Add initial remuneration item** and complete the following:

Message

Do you wish to create a new initial Client fee remuneration transaction?

No Yes

Select either Clawback or New:

Message

Do you wish to create a new remuneration expectation or a clawback entry?

Clawback New

In the holding we are using, the **Apply VAT** has not been ticked as it is not subject to VAT:

Clients > Holdings > Remuneration > Transaction

Transaction Splits Notes

Contract status: In force
Date posted: 05/07/13
Product Provider: 1st Policy Company Limited
Remuneration administrator*:
Contract type: Unit Linked Bond
Contract holder: Palmer, J No. 234567890
Location:

Posted Paid

Initial Adviser Amount paid
Date paid

Apply VAT ☐ Remuneration basis: One-Off?
VAT Rate: 20% Amount due: 795.00 Q
VAT: £0.00 Fee treatment: Deduction
Due date: 05/07/13
Earnings period: 25 months
Amount posted: 795.00
Suspense: 795.00
Estimated payment date: 05/07/13

* If a provider has been selected on a Fund Supermarket, Discretionary Fund Manager or Mortgage Packager, please click on the ? icon to view details.

Created by Tina. Modified by Tina on 05/07/2013

Select whether transaction is one-off service or not

If the fee is subject to VAT, complete the **Amount due**, check the **Apply VAT** box and the system will calculate the VAT amount.

As this is a fee payment facilitated by the product provider, the field **Client Fee Treatment** needs to be completed. This option confirms how the fee is to be paid, i.e. did the client opt to send the fee

payment in addition to the investment amount or give instructions to deduct the fee payment from the investment amount.

Once the amount has been added a red **Q** is added to the screen. This shows that this amount has been moved into the **Admin > Remunerations > Amounts due** list ready to be reconciled when the payment is received.

Return to the holdings main remuneration page and this amount will now show as due. The Amount paid and Paid date will auto complete when the amount is reconciled.

6.2.2 Adding an ongoing remuneration

To add an ongoing or renewal expectation, select the correct remuneration basis from the **Ongoing remuneration basis** drop down list. You can also confirm whether this is flat amount or a percentage:

Clients

Holdings

Overview

Product

Contributions

Details

Administration

Tasks

Remuneration

Submission

Work (0)

Documents

Calculators

Reports

Quit

Clients > Holdings > Remuneration > Detail

Calculate Lauto scale remuneration

+ Add initial remuneration item

Transaction	Due date	Expected date	Amount due	Amount paid	Paid date
Initial - Initial fee	04/01/13	04/01/13	795.00		

Initial remuneration basis

Initial fee

Contract earnings period

25 months

Total remuneration paid

795.00

Current clawback liability

0.00

Total remuneration items due

Actual clawback due

0.00

Ongoing remuneration basis

Ongoing fee

Calculation date

04/01/2013

Flat rate or percentage of fund?

☒ Flat
 ☐ Percent

Advice basis

Full compliance

Advice type category

Independent

Update postings

Transactions

Default splits

Regular initial

Renewal

Nothing archived

Click on the **Renewal** tab at the bottom of the screen. If flat amount is chosen you will see the following screen:

Clients > Holdings > Remuneration > Initial amounts

Renewal remuneration | Renewal splits

Renewal remuneration

Remuneration basis: Ongoing Fee

Apply VAT: ☐ VAT Rate: 0%

Net renewal remuneration due: 3.75

VAT / Gross amount: 0.00 / 0.00

Frequency: M

Commencement date: 06/03/2015

End date: 12/12/2034

Renewal transfer flag: ☐

Last posted date:

Current month: 1 / 2013

Next due to be posted:

Current value due: 0.00

Transactions | Default splits | Regular initial | **Renewal** | Nothing archived

Quit

Complete the fields on the remuneration screen as appropriate. If this piece of remuneration is to be reconciled, select **Yes** to **Renewal transfer flag**. If it is for information only, select **No**.

To set the information in the Remuneration amount and Commencement date fields, use the button **Use calculated values** if the information in blue is correct.

If the information is not correct, add the information into the fields manually.

Renewal remuneration

Remuneration basis: Ongoing Fee

Apply VAT: ☐ VAT Rate: 0%

Net renewal remuneration due: 3.75

VAT / Gross amount: 0.00 / 3.75

Frequency: M

Commencement date: 4/05/2015

End date: 3/12/2034

Renewal transfer flag: **Yes**

Last posted date:

Current month: 1 / 2013

Next due to be posted: 01/05/2015

Current value due: 0.00

When the Renewal transfer flag is set to Yes, and the Next due to be posted date and the Current month date are the same, TRANSFER will appear in the Ready to be posted box. This entry can now be posted when required, which will allow it to appear ready for reconciliation.

6.2.3 Scheme remuneration updates

The scheme remuneration screens have been updated to align with the holding remuneration area. The following fields on the scheme remuneration screen will need to be populated:

- Initial Remuneration
- Advice Basis
- Advice Type Category
- Ongoing Renewal Basis
- Flat Rate or % of fund (Scheme & member level)

The old and new screens are displayed below:

4.3 Scheme Remuneration Screen

The screenshot displays the 'Scheme Remuneration Screen' within the Capita Financial Software interface. The breadcrumb navigation at the top reads 'Clients > Holdings > Schemes > Overview > Remuneration'. The left-hand menu includes 'Clients', 'Holdings', 'Overview', 'Details', 'Administration', 'Tasks', 'Remuneration' (highlighted), 'Membership', 'Work (0)', 'Documents', 'Calculators', 'Reports', and 'Quit'. The main content area has tabs for 'Outstanding' and 'Paid', with 'Outstanding' selected. A '+ Add remuneration item' link is visible. Below this is a table with the following data:

Member / policyholder	Transaction	Due date	Expected date	Amount due
Red Bull	Initial - Initial fee	08/07/13	08/07/13	1,000.00
Webber, M	Initial - Initial fee	01/08/13	01/08/13	1,000.00
Vettel, S	Initial - One-off fee	01/08/13	01/08/13	2,000.00
Red Bull	Initial - Ongoing fee	12/07/13	12/07/13	

Below the table, there is a 'Renewal remuneration basis' input field, a 'Print outstanding remuneration items' button, and a 'Total remuneration items due' field showing '4,000.00'. At the bottom, there are tabs for 'Remuneration', 'Regular', 'Default splits', and 'Renewal splits', with 'Remuneration' selected.

4.3.1 Scheme Remuneration Screen

Clients > Holdings > Schemes > Overview > Remuneration

+ Add remuneration item

Member / policyholder	Transaction	Due date	Amt due	Paid date	Amt paid
Red Bull	Initial - Initial Consultancy	08/07/13	1,000.00		

Initial remuneration basis

Total remuneration paid

Total remuneration items due 2,000.00

Ongoing remuneration basis

Flat rate or percentage of fund? ☐ Flat ☐ Percent

Advice basis

Advice type category

Remuneration Default splits Regular initial Renewal Archived items

Quit

6.3 Remuneration reconciliation process

Once the remuneration expectations have been setup within the clients holding the reconciliation process can begin. The first step is to run the posting routines, if they have not already been run.

In previous versions if you had not posted the remunerations during the month due, you would have to manually create the expectation to be able to reconcile. The system will now retrospectively create the expectations back to the date they were last posted. To view the last posted date navigate to **Clients > Holdings > Remunerations** and view the date under the appropriate tab, **Regular Initial** or **Renewal**.

To post amounts due, navigate to **Admin > Remunerations > Postings** and click on the relevant link to post items into **Amounts due**.

The posting area has been updated and now consists of the options displayed in the screenshot below:

Admin.	Administration > Remunerations > Postings
Remuneration	<div>Posting Archive</div> <ul style="list-style-type: none"> ▶ Post all renewal remunerations to create an expectation of receipt ▶ Post all regular remunerations to create an expectation of receipt ▶ Post all Adviser fees to be deducted from remuneration statements ▶ Post all client fees due <p>! Before commissions or fees may be reconciled, the remuneration ledger needs to be instructed that items are due and this process is referred to as "posting".</p> <p>You may post commissions or fees to the ledger using the buttons above. The system will search the database of holdings to determine remuneration values that are due. Regular client fees can be setup under Clients > Client account > Fees > Fee set-up. Due items can be posted or included in a quick report which can be viewed or printed.</p>
Receipts Settlements Amounts due Postings	
Reports	
Marketing	
Quit	

The posting options within this section will post remunerations due for all clients on holdings and schemes. This will include all remunerations due since the date they were last posted, negating the need to specifically post within the month due.

Navigate to **Admin > Remunerations > Amounts due** to view a list of the items available for reconciliation. The Amounts due screen lists all amounts posted (commission and fees) due waiting to be paid, with the oldest date at the top of the list:

Admin.

Remuneration

Receipts
Settlements
Amounts due
Postings

Reports

Marketing

Administration > Remunerations > Amounts posted but not paid

All posted

Filter due

Suppressed

Contract holder

Provider

Contract type

Inv. Date

Net

VAT

Gross

Plato, J

Group Wrap Personal

19/11/12

1,000.00

1,000.00

▶

Plato, J

Group Wrap Personal

19/11/12

1,000.00

1,000.00

▶

Schmacher, M

Group Wrap Personal

19/11/12

1,000.00

200.00

1,200.00

▶

Schmacher, M

Group Wrap Personal

19/11/12

1,000.00

200.00

1,200.00

▶

DiRiesta, Paul

Client Fee

Financial Planning

19/11/12

570.00

570.00

▶

DiRiesta, Paul

Client Fee

19/11/12

453.33

453.33

▶

Smith, John

Client Fee

Corporate - Clinics

23/11/12

100.00

100.00

▶

doe, Jane

Client Fee

Financial Planning

28/11/12

395.00

79.00

474.00

▶

doe, J

St James Place

Unit Linked Bond

28/11/12

4,000.00

800.00

4,800.00

▶

Smith, M

Aviva Life & Pensions Uk

Final Salary Scheme

1,472.48

1,472.48

▶

Brown, M

Aviva Life & Pensions Uk

Final Salary Scheme

1,472.48

1,472.48

▶

Allingham, N

Skandia Investment

Personal Pension

04/12/12

795.00

159.00

954.00

▶

*Entries marked in red have been invoiced but not paid.

Print statement of amounts posted but not yet paid

If the invoicing functionality is enabled in CCD, only client invoices that have been invoiced will be available for reconciliation along with any invoices created prior to the upgrade. Invoiced items are highlighted in red text.

If the invoice functionality is not enabled in CCD, all client fees will be available for reconciliation.

Please note that remunerations due from providers are not subject to the CCD invoicing process and can be reconciled in the normal way.

6.4 Receipt processing

Within a receipt, all the relevant amounts from the Amounts due section will be displayed under the **Reconcile** tab according to the provider or fee option entered on the Receipt.

You can reconcile an amount in the following ways:

- If the expected amount matches exactly with the amount received from the provider all you need to do is select the black **down arrow** on the right hand side of the screen next to the amount expected:
- If the expected amount is different to the amount received from the provider but you are happy to write off the difference, then enter the amount being paid in the white box immediately below the expected amount and select the red **up arrow** on the right hand side of the screen next to the amount expected.
- If the amount received is different to the expected amount and you are not happy to write off the difference follow the steps outlined below:
 - Enter the amount received against the amount due
 - CCD will calculate the balance remaining and apportion any applicable VAT
 - Confirm the amount to be created in suspense and click on the following button on the reconcile screen to create the suspense entry:

Administration > Remunerations > Receipts > Receipt > **Reconcile**

Receipt Reconcile Allocated

Expected Additional

⋮ + Add record

Contract holder	Contract type	Contract No.	Due on	Net	VAT	Due	
DiRiesta, Paul			01/07/12	200.00	0.00	200.00	↓
Milham Lee	Client fee	Date / receipt					↑
DiRiesta, Paul			01/07/12	2,000.00	400.00	2,400.00	↓
Milham Lee	Client fee	Date / receipt				500.00	↑

>> Select to create Suspense Account entry for £1583.33 plus £316.67 VAT

If you expand into the commission item by clicking on the green **right arrow** button you will be able to view the suspense amount created:

Admin. Administration > Remunerations > Receipts > Receipt > Reconcile > Commission / fee

Remuneration Receipt Reconcile Allocated


Receipts Settlements Amounts due Postings


Reports

Marketing

Commission / fee Splits Notes

* If a provider has been selected on a Fund Supermarket, Discretionary Fund Manager or Mortgage Packager, please click on the ? icon to view details.

Client Nubbington, Alice 

Provider AXA Sun Life 

Remuneration administrator*

Remuneration basis Fund based renewal Earnings period


Contract holder Smith, A No. 345345345

Earned in relation to Investment Ref.

Transaction Renewal Sch.

Apply VAT ☐

Amount due 100.00 Estimated payment date 02/12/08 Amount paid

VAT Rate VAT 0.00 Date receipt processed 10/03/2010 Date Paid 


Amount posted 100.00

*Suspense 100.00 Transferred

Due date 02/12/08 *Write off

Cheque

Statement date

Quit 

* Net of VAT

7 Remuneration reports

There have been a number of changes within the **Admin > Reports > Remuneration** section and the **Clients > Account > Statements** to take into account that VAT may now be charged on fees, as well as reflecting the new fee types for adviser and consultancy charging.

The following reports have been updated within the **Admin > Reports > Remuneration** section:

Company > Remunerations > Schedules

- Due not paid schedule by Provider
- Due not paid schedule by Provider by Scheme
- Schedule of amounts paid by Provider
- Schedule of amounts paid by Provider by Scheme

Company > Remunerations > Fees

- Schedule of all outstanding client fees
- Schedule of current client fee collections
- Schedule of current client fee collections by fee type
- Schedule of current Adviser fee collections
- Analysis of current client fee collections by fee type
- Schedule of client invoices raised within date range
- Schedule of regular fees / retainers commenced within date range

Company > Aged Debt reports

- Age Debt by Provider
- Age Debt Schedule by Provider
- Age Debt Schedule by Consultant

Adviser > Due

- Schedule of amounts due but not yet paid by adviser
- Schedule of amounts due but not yet paid by adviser with 2nd Adviser splits
- Schedule of Adviser fees by due date
- All commission / fees submitted in date range

Adviser > Paid

- Schedule of amounts paid by Adviser (with 2nd adviser or all splits)

Adviser > Fees / Fund based > Fees

- Schedule of client invoices raised within date range
- Schedule of client fees issued
- Schedule of client fees outstanding
- Schedule of client fees Paid

Adviser > Fees / Fund based > Fund based

- Schedule of Fund based remunerations posted
- Summary of Fund based remunerations posted

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Introducer

- Schedule of amounts due but not yet paid
- Schedule of amounts paid within date range

Introducer > All introducers

- Schedule of amounts paid by introducer and Advisor

Region

- Schedule of amounts due but not paid by region
- Schedule of amounts paid within date range

Location

- Schedule of amount due but not yet paid for
- Schedule of amounts paid within date range
- Paid Business within date range for
- Schedule of client fees and VAT collected

Statements > Statements

- Remuneration statement - adviser Note: this statement runs on suppression release date
- Remuneration statement - introducer
- Summary Settlement Statement (Firm)
- Summary Settlement Statement (Introducer)
- Statement of staff splits, paid within date range
- PDF Remuneration statement - all adviser splits

Statements > Adviser / Branch

- Paid statement for date range where
- (Adv) is Adviser 1
- (Adv) is Adviser 2
- Adv) is Adviser 3
- Branch Statement for date for branch
- Adviser 1 splits
- Adviser 2 splits
- Adviser 3 splits

Statements > Company

- Paid statement for date range showing splits

The following reports have been updated within the **Clients > Account > Statements** section:

All records

- All records: Schedule of commission / fees paid
- All records: Schedule of commission / fees due
- All records: Schedule of commission / fee records

Period selected

- Period Selected: Schedule of commission / fees paid
- Period Selected: Schedule of commission / fees due

8 Compliance

This section is only relevant if you have access to the Compliance Module. There have been some changes to some areas within the Compliance module to take into account regulatory changes. The areas that have been updated are:

- User information
- Adviser records
- Complaints register
- Management reporting
- Regulatory reporting

8.1 User information

Advice type of Independent or Restricted can be recorded at a company level.

This information is populated within the **Setup > User Info > Regulatory** area:

The screenshot shows the 'Setup > User information > Regulatory details' screen. The left sidebar contains a menu with 'Setup' expanded, showing 'User info.', 'Admin. codes', 'Standard text', 'Staff list', 'Providers', 'Products', 'Prices', 'Forms', 'Technical', and 'Tables'. Below this is 'User licence' and a 'Quit' button. The main area has tabs for 'Your company', 'Regulatory', 'Company brand', 'System brand', and 'Locations'. The 'Regulatory' tab is active, showing sub-tabs for 'Network / H.O.', 'Regulatory text', and 'Money laundering'. The 'Regulatory text' sub-tab is active, displaying a form with the following fields:

Network member / head office	Capita Financial Software
Company name	CAP 1
Address	
Town	
County	
Postcode	
Firm reference number	12345
Regulator (blank defaults to FCA)	
Network deductive	5.00%
Email address for new business submission	
Advice Type	Independent
Directly regulated	<input checked="" type="checkbox"/>

This information can also be populated under the location **Setup > User Info > Locations** within the **Locations > Regulatory text** section:

Setup > User information > Locations > Location details > Regulatory text

Address Advisers Regulatory text

Printables Email / Fax

Location type Location

Appointed Representative type Independent

Advice type Independent

Set regulatory text for Head office from default.

8.2 Adviser records

Changes have been made to record additional information in relation to the Retail Distribution Review.

8.2.1 Setting up adviser records

New fields have been added to adviser records:

- IRN – there is a justification on this field which confirms letters and numbers are required
- Adviser Type – whether Independent or Restricted

Navigate to **Setup > Staff List** and select an adviser:

Setup ▾ Setup > Staff list > Staff member

Staff member	Location	Passwords	Security															
<table border="1"> <thead> <tr> <th>Staff member</th> <th>Settings</th> <th>Image</th> <th>Financial</th> <th>Control Functions</th> </tr> </thead> <tbody> <tr> <td> Staff Reference <input type="text"/> IRN <input type="text"/> Title, Surname <input type="text"/> Forename <input type="text"/> Category <input type="text"/> Adviser Type <input type="text"/> </td> <td> <input type="button" value="More"/> </td> <td> <input type="button" value="Reset Password"/> </td> <td colspan="2"> Staff member left <input type="checkbox"/> </td> </tr> <tr> <td> Admin Hourly Charge <input type="text"/> Advice Hourly Charge <input type="text"/> Hourly Cost <input type="text"/> Remuneration Split <input type="text"/> Team <input type="text"/> </td> <td> Service Manager <input type="text"/> <input type="button" value="More"/> </td> <td colspan="3"> This person is an Adviser <input type="checkbox"/> Adviser has left <input type="checkbox"/> This person is a Supervisor <input type="checkbox"/> This person is a Paraplanner <input type="checkbox"/> </td> </tr> </tbody> </table>				Staff member	Settings	Image	Financial	Control Functions	Staff Reference <input type="text"/> IRN <input type="text"/> Title, Surname <input type="text"/> Forename <input type="text"/> Category <input type="text"/> Adviser Type <input type="text"/>	<input type="button" value="More"/>	<input type="button" value="Reset Password"/>	Staff member left <input type="checkbox"/>		Admin Hourly Charge <input type="text"/> Advice Hourly Charge <input type="text"/> Hourly Cost <input type="text"/> Remuneration Split <input type="text"/> Team <input type="text"/>	Service Manager <input type="text"/> <input type="button" value="More"/>	This person is an Adviser <input type="checkbox"/> Adviser has left <input type="checkbox"/> This person is a Supervisor <input type="checkbox"/> This person is a Paraplanner <input type="checkbox"/>		
Staff member	Settings	Image	Financial	Control Functions														
Staff Reference <input type="text"/> IRN <input type="text"/> Title, Surname <input type="text"/> Forename <input type="text"/> Category <input type="text"/> Adviser Type <input type="text"/>	<input type="button" value="More"/>	<input type="button" value="Reset Password"/>	Staff member left <input type="checkbox"/>															
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These fields are also displayed on the Adviser compliance record:

Advisers ▾ Adviser list > Adviser

Status	Personal	Financial	Scanned docs.	Notes																																																																	
<table border="1"> <tbody> <tr> <td>Staff ref</td> <td>JoDA</td> <td>IRN</td> <td>DAN45644</td> <td></td> </tr> <tr> <td>Title / Initial / Surname</td> <td>Mr</td> <td></td> <td>Dance</td> <td></td> </tr> <tr> <td>Forename</td> <td colspan="4">Jonathan</td> </tr> <tr> <td>Category</td> <td colspan="4">Adviser</td> </tr> <tr> <td>Initial Adviser status</td> <td colspan="4">Independent</td> </tr> <tr> <td>Training program required</td> <td colspan="4">Full</td> </tr> <tr> <td>Initial assessment form date</td> <td colspan="4">01/07/2012 <input type="button" value="Calendar"/></td> </tr> <tr> <td>Self assessment form date</td> <td colspan="4"><input type="text"/> <input type="button" value="Calendar"/></td> </tr> <tr> <td>Adviser display name</td> <td colspan="4">Dance, Jonathan</td> </tr> <tr> <td>Current Adviser status</td> <td colspan="2">CF30 - Investment Adviser</td> <td>Adviser has left</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Date status last updated</td> <td colspan="2">01/07/2012 <input type="button" value="Calendar"/></td> <td>Adviser Type</td> <td>Independent</td> </tr> <tr> <td colspan="5"> Comments regarding the Adviser's current status <div></div> </td> </tr> <tr> <td colspan="5">Reference JoDA</td> </tr> </tbody> </table>					Staff ref	JoDA	IRN	DAN45644		Title / Initial / Surname	Mr		Dance		Forename	Jonathan				Category	Adviser				Initial Adviser status	Independent				Training program required	Full				Initial assessment form date	01/07/2012 <input type="button" value="Calendar"/>				Self assessment form date	<input type="text"/> <input type="button" value="Calendar"/>				Adviser display name	Dance, Jonathan				Current Adviser status	CF30 - Investment Adviser		Adviser has left	<input type="checkbox"/>	Date status last updated	01/07/2012 <input type="button" value="Calendar"/>		Adviser Type	Independent	Comments regarding the Adviser's current status <div></div>					Reference JoDA				
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Comments regarding the Adviser's current status <div></div>																																																																					
Reference JoDA																																																																					

These pieces of information are used in reports within the **Admin** and **Compliance** modules. We recommend that you complete the fields highlighted in red, however if they are not applicable please leave blank.

8.2.2 Recording Continuous Professional Development

The Adviser's Continuous Professional Development can be recorded within each training record you have completed. To add records, click onto the **Development identified** on the adviser record or add a new one using the **Add record** button. In the screen shot below, the development shown has been added and now CPD records need to be added:

Advisers

Adviser T&C
Competency Observations
Development
Adviser KPIs
T & C
KPIs
Registers
File checks
Reports
Work

[Adviser list](#) > [Adviser](#) > [Adviser T&C](#) > [Development](#) > **Training need**

Training
CPD (0 hrs.)
Results

Development identified
Objective of the training

Studying for Qualifications
Attending a training course to learn for the R05 exam.
Self study will then be required to swot up for the exam.

Method/s of training to be used	By who	By when	Complete / date
Professional Course	Adviser	18/11/12	Yes 18/11/2012
Self Study	Adviser	07/12/12	

Latest dates
07/12/12
18/11/12

Navigate to the **CPD** tab and click on **Add record** to enter the details of the CPD:

Advisers ▾ [Adviser list](#) > [Adviser](#) > [Adviser T&C](#) > [Development](#) > [Training need](#) > **Related CPD**

Adviser T&C

Competency
Observations
Development

Adviser KPIs

T & C

KPIs

Registers

File checks

Reports

Work

Training			CPD (0 hrs.)	Results
				+ Add record
	Description of the development undertaken	Training date	Hrs.	
			0.00	More

CPD allocated to this development record (Hrs.)

Once the **Add record** has been clicked, then the following page appears and information about the CPD can then be added:

Advisers ▾ [Adviser list](#) > [Adviser](#) > [Adviser T&C](#) > [Development](#) > [Training need](#) > [Related CPD](#) > **CPD record**

Adviser T&C CPD record

Competency
Observations
Development

Adviser KPIs

T & C


KPIs

Registers

File checks

Reports

Work

Date of training  CPD Type

CPD description

Minutes awarded Equivalent of 5.00 hours awarded

Related development

Training summary

 [Print current CPD record](#)

Record completion date [Complete CPD record](#)

A new field called CPD type has been added to enable users to record whether any CPD activities undertaken by advisers are structured or unstructured.

8.3 Complaints register

When recording a complaint within CCD, there is the option to link the complaint to the client who raised it. If the complaint is in respect of a specific holding, the holding record can now also be linked.

These changes have been made to enable the FCA's complaint reporting requirements to be met.

Navigate to **Compliance > Registers > Complaints** and click on the button **Add a complaint record**:

Client	Complaint	Product	
Clarice Smith	Unsuitable or misleading advice	Group Personal Pension	More
Johnny Smith			More
Damon Hill	Unsuitable or misleading advice		More
Dario Franchetti	Poor customer service	Unit Linked Bond	More
Mark Webber	Misleading advertising	Unit Linked Bond	More
Keke Rosberg	Failure to carry out instructions	Unit Linked Bond	More
Nico Rosberg	Other	Unit Linked Bond	More
Jean Alesi		Unit Linked Bond	More
Bob McBob			More
Mika Hakkinen	Other administrative errors	Unit Linked Bond	More
Frank Williams	Arrears handling	Unit Linked Bond	More
Paul DiRiasta	Other	Unit Linked Bond	More

Add the information required and select the client:

Complaint Synopsis Client notes

Date of complaint: 19/12/2012 Complaint delivery: Letter

Complainant category: Private individual

Client reference: Joan Ashbee More

Product: Select from list of holdings More

Adviser: Jonathan Dance

Nature of complaint:

FSA complaint category:

Client acknowledgment date: Investigation start:

Senior management letter date: Decision date:

Upheld: FSA reported: FSA reported date:

Client response:

Complaint closed: * In days: 0 In weeks: 0

Regulator reporting period: Within 4 weeks

* Cases will remain on the outstanding list until they are recorded as closed

To select the policy, click on **>Select from list of holdings** and you will see the following screen:

Advisers	Adviser list > Registers > Complaints > Overview			
T & C	Complaint ▼	Tasks	Ombudsman	Remedial
KPIs				
Registers ▼				
Complaints				
Fin Proms.				
Disciplines				
Breaches				
File checks				
Reports				
Work				
Quit				

Product provider	Holding	Policy number	
	Bank deposit account		► Select
	Bank deposit account		► Select
2CG Funds Plc	Wrap	123456789	► Select
2CG Funds Plc	Cash account	No policy number	► Select
Aviva Healthcare	Income Protection	IP1234567	► Select
Friends Provident	Unit Linked Bond	9876543	► Select
Lloyds TSB Bank	Maxi ISA	002277434	► Select
@SIPP	Self Invested Personal Pension	78967	► Select
@SIPP	Trustee bank account		► Select
@SIPP	Trustee bank account		► Select
Standard Life	Wrap	123432134	► Select

Holdings which have been cancelled and archived are greyed out. Click the **Select** button to link the holding to the complaint and it will be displayed in the **Product** field:


Advisers	Adviser list > Registers > Complaints > Overview			
T & C	Complaint ▼	Tasks	Ombudsman	Remedial
KPIs				
Registers ▼				
Complaints				
Fin Proms.				
Disciplinary				
Breaches				
File checks				
Reports				
Work				
Quit				

Complaint	Synopsis	Client notes
<p>Date of complaint: 19/12/2012 Complaint delivery: Letter</p> <p>Complainant category: Private individual</p> <p>Client reference: Joan Ashbee More</p> <p>Product: Income Protection More</p> <p>Adviser: Jonathan Dance</p> <p>Nature of complaint: </p> <p>FSA complaint category: </p> <p>Client acknowledgment date: Investigation start: </p> <p>Senior management letter date: </p> <p>Upheld: <input type="checkbox"/> Decision date: </p> <p>FSA reported: <input type="checkbox"/> FSA reported date: </p> <p>Client response: </p> <p>Complaint closed: * In days: 0 In weeks: 0</p> <p>Regulator reporting period: Within 4 weeks</p>		

* Cases will remain on the outstanding list until they are recorded as closed

There is also a new section **FCA complaint category**. When you select the **Nature of the complaint** the **FCA complaint category** is automatically populated.

If the **Nature of the complaint** or the **FCA complaint category** is changed, the broken link button at the end of the **FCA complaint category** will need to be clicked to ensure that this is updated:

Nature of complaint	Arrears handling
FSA complaint category	General admin / customer service 

Click  to change the category:

Nature of complaint	Arrears handling
FSA complaint category	Arrears related

A new field called **FCA reported** has been added. This flag should be ticked with the **FCA reported date** entered in instances where a complaint has been referred to the FCA.

FSA reported <input type="checkbox"/>	FSA reported date 
---------------------------------------	---

This will be used in the report **Adviser Multiple Complaints within last 12 months** within **Compliance > Reports > Management > Registers**.

Two new fields have been added to the **Remedial** tab within the complaint record to capture:

- Date of remedial action
- Redress paid

The date for remedial action can be populated with the complaint closed date by clicking on the **>Autofill with closed date** button.

Any redress paid on the complaint should be entered into the Redress paid field:

Advisers	Adviser list > Registers > Complaints > Overview > Remedial actions			
T & C	Detail	Tasks	Ombudsman	Remedial
KPIs	<div> <div>Date of remedial action</div> <div> <input type="text"/>  > Autofill with closed date </div> </div>			
Registers ▼	<div> <div>Nature of remedial action</div> <div><input type="text"/></div> </div>			
Complaints	<div> <div>Redress paid</div> <div><input type="text"/></div> </div>			
Fin Proms.	<div> <div>Reported by</div> <div><input type="text"/></div> </div>			
Disciplinary	<div> <div>Signed off by</div> <div><input type="text"/></div> </div>			

This will be used in the report **Complaints Upheld where Redress Exceeds £50,000** within **Compliance > Reports > Management > Registers**.

8.4 Management reports

New reports have been added within the **Compliance > Reports > Management > Registers** section to meet the new FCA complaints reporting guidelines:

- Complaints Reporting by Retail Investment Advisor
- Complaints Upheld where redress exceeds £50,000*
- Adviser Multiple Complaints with in last 12 months*

*These reports can only be generated for a reporting period post 31/12/2012.

The screenshot shows the Capita Financial Software interface. On the left is a navigation menu with options: Advisers, T & C, KPIs, Registers, File checks, Reports (expanded), Management, Regulatory, Work, and Quit. The main area displays the breadcrumb path 'Adviser list > Reports > Management > Registers'. Under the 'Complaints' tab, there are two sub-tabs: 'Complaints' and 'Other'. The 'Complaints' sub-tab is active, showing a list of report options with printer icons: 'Print complaints register, all currently outstanding complaints', 'Analysis of complaints received within date range (by the nature of the complaint)', 'Analysis of complaints received within date range (by product)', 'Analysis of time taken to close complaints received within date range', 'Complaints that were outstanding as at the period beginning 19/12/2012', 'Complaints that were outstanding as at period end (19/12/2013)', 'Complaints Reporting by Retail investment Advisor', 'Complaints Upheld where Redress Exceeds £50,000', and 'Adviser Multiple Complaints within last 12 months'. Below this list are input fields for 'Report from' (19/12/2012), 'Report to' (19/12/2013), 'Adviser ref' (JoDA), 'Supervisor ref', 'Location', and 'Region'. At the bottom, there are buttons for 'Monitoring', 'New business', 'Supervision', 'Development', and 'Registers' (which is highlighted). A 'Quit' button is at the bottom left.

The detail to run the new reports will be entered on the individual complaint records generated within **Compliance > Registers > Complaints**.

8.5 On Platform flag

There is now a 'On platform' flag within **Clients > Holdings > within a Holding > Product** to record which holdings are part of a platform and receiving remuneration via the Platform. The flag will automatically populate on Wrap holdings. Holdings that have not been created as a Wrap or a sub-contract of a Wrap can be flagged as 'On platform' to enable the remunerations paid to display in the correct area of the RMAR reports, which are available within the **Compliance > Reports > Regulatory** area.

If you have any sub-contracts within a Wrap which receive remunerations direct from the provider rather than the platform, you can deselect the 'on platform' flag from the sub-contracts by unchecking the box.

The screenshot displays the 'Clients > Holdings > Product' interface. The left sidebar contains a navigation menu with options: Overview, Product (highlighted), Contributions, Details, Administration, Tasks, Remuneration, and Submission. The main area shows the 'Product' tab with various fields for contract details. The 'On Platform?' checkbox is circled in yellow, indicating it is the focus of the document. Other fields include Application status (In force), Contract holder (Palmer, J), Contract reason/objective (Investment of lump sum), Scheme, Provider (1st Policy Company Limited), Personal/Occupational (Personal), Product basis (Investment), Product category (Investment Bond), Product (Unit Linked), Product display name for reports* (Unit Linked Bond), Is this plan a trustee investment?, Contract number (234567890), Application dated, Application received, Effective date (26/11/2012), Next contract review date, and Reason.

Clients > Holdings > Product	
Application status	In force
Contract holder	Palmer, J
Contract reason / objective	Investment of lump sum
Scheme	
Provider	1st Policy Company Limited
Personal / Occupational	Personal
Product basis	Investment
Product category	Investment Bond
Product	Unit Linked
Product display name for reports*	Unit Linked Bond
On Platform?	<input type="checkbox"/>
Is this plan a trustee investment?	
Contract number	234567890
Application dated	
Application received	
Effective date	26/11/2012
Next contract review date	
Reason	

* The Product display name appears on client and management reports and can be overwritten.

The 'On platform' flag is also available within **Clients > Schemes > within a Scheme > Overview** to record which schemes are part of a platform and receiving remuneration via the Platform. The flag will automatically populate all member holdings.

8.6 Contacts

A new **Directly regulated** check box has been added to flag whether the contact is directly regulated by the FCA:

The screenshot shows the 'Contacts > Contact' screen in the Capita Financial Software. The left sidebar contains a 'Contacts' dropdown menu and a list of tabs: 'Contact', 'Activity', 'Data upload', 'Work', and 'Documents'. The main area displays a contact form for 'Simon Mann', a 'Capita Introducer' from 'Fusion 1' in 'Whiteley, Hampshire'. The form includes fields for Title, Forename/s, Company name, Group, Address, Town, County, Post code, Email address, Website address, Telephone No., Mobile telephone, Contact type, and Default Adviser. At the bottom of the form, there are three checkboxes: 'FCA directly regulated' (checked and circled in yellow), 'This contact is an introducer of business' (checked), and 'Add Capita Introducer to your favourites list' (checked). The bottom right corner of the window shows the text 'N30281'.

If this contact is an introducer and this box is checked, their payments will not be included on the RMAR reports available under the **Compliance > Regulatory** area as they will be submitting their own RMAR to the regulator.

8.7 Networks

A new **Directly regulated** check box has been added to flag whether the network is directly regulated by the FCA:

Setup ▾ Setup > User information > Regulatory details

Your company Regulatory Company brand System brand Locations

Network / H.O. Regulatory text Money laundering

Network member / head office Capita Financial Software
 Company name
 Address
 Town
 County
 Postcode
 Firm reference number 12345
 Regulator (blank defaults to FCA)
 Network deductive 5.00%
 Email address for new business submission
 Advice Type Independent
 Directly regulated ☒

Quit [Grid Icon]

If payments are made to this network and this box is checked, payments to the network will not be included on the RMAR reports available under the **Compliance > Regulatory** area as they will be submitting their own RMAR.

8.8 Regulatory reporting

There are a number of changes within the Compliance > Reports > Regulatory section.

The following Section B reports have been amended as a result of the implementation of RDR:

- Regulated business revenue (B1 – Regulated Business Revenue)
- Non-regulated business revenue (B2 – Other revenue)
- Income from other regulated activities (B2 – Income from other regulated activities)

New reports have been added to the compliance section which will assist with completion of the Retail Mediation Activities Return (RMAR):

- T&C Advice type analysis (G – Advice types)
- Annual Income Report (J – Annual Income Report)
- Adviser charges revenue (K - Adviser Charge Revenue)
- Retail Investment revenue (L – Consultancy Charge Revenue)

Adviser list > Reports > Regulatory

Regulatory reports

Equivalent RMAR section

- B1 - Regulated Business Revenue
- B2 - Other revenue
- B2 - Income from other regulated activities
- G - Training and competence
- G - Advice types
- G - COB data - Clawed back remuneration
- H - COB data - Appointed Representatives
- I - Supplementary product sales data
- J - Annual income report
- K - Adviser Charge Revenue
- L - Consultancy Charge Revenue
- Expenditure
- FSCS Report

- Regulated business revenue
- Non-regulated business revenue
- Income from other regulated activities
- Current Adviser status (All Advisers)
- T&C Advice type analysis
- Schedule of clawbacks recorded
- Appointed representatives
- Analysis of non-investment insurance premiums
- Annual income report
- Adviser charge revenue
- Consultancy charge revenue
- Expenditure - remuneration and fees paid
- Split of business by product class

Report from

Report to

Adviser ref

Location

Quit

8.8.1 RMAR Section B – Profit and Loss Account

8.8.1.1 Regulated business revenue

The existing B1 report for Regulated Business Revenue will display the following FCA activities:

- Regulated mortgage contracts
- Non-investment insurance
- Retail investment products

Navigate to **Compliance > Reports > Regulatory** and click on the **Regulated business revenue** report and preview:

Analysis of Regulated Business Revenue

Analysis of Regulated Business Revenue between 01/10/2012 and 19/12/2013

FSA Activity	Gross Commission	Net Commission	Fees / Adviser Charges / Consultancy charges	Other Income (Regulated) *	Business Revenue (Regulated) **
Regulated Mortgage Contract			25.99	99.99	125.98
Non-investment insurance	1,995.00	1,875.60	200.00	2,195.00	4,390.00
Retail investment	67,755.55	65,573.61	53,753.56	0.00	119,327.17
Report total	£69,750.55	£67,449.21	£53,979.55	£2,294.99	£123,843.15

The activity will only be displayed where data has been populated for the date range requested.

An extract function is available on the report to extract the underlying detail into an excel spreadsheet.

Payments to Introducers and Network who are directly authorised will not be included on this report, as they will submit their own returns.

8.8.1.2 Non-Regulated business revenue

The existing B2 report for Non-Regulated Business Revenue will display the following FCA activities:

- Non-Regulated
- Non-Regulated Mortgage Contract

Navigate to **Compliance > Reports > Regulatory** and click on the **Non-Regulated business revenue** report and preview:

Analysis of Non-Regulated Business Revenue

Analysis of Non-Regulated Business Revenue between 19/06/2013 and 19/07/2013

Contract type	Items (no.)	Percentage	Total Paid (gross)	Total Paid (net)
Non-Investment Insurance				
Fee	1	8.33%	1,500.00	1,500.00
Non-Regulated				
Commission	1	8.33%	2,700.00	2,700.00
Fee	1	8.33%	1,000.00	1,000.00
Other	1	8.33%	500.00	500.00
Other Regulated activities				
Fee	1	8.33%	140.00	140.00
Retail Investment				
Fee	7	58.33%	1,357.00	1,357.00
Report total	12	100.00%	£7,197.00	£7,197.00

It will also include FCA activities outside of the above where the product is set to Non-Regulated.

The activity will only be displayed where data has been populated for the date range requested.

An extract function is available on the report to extract the underlying detail into an excel spreadsheet.

Payments to Introducers and Network who are directly authorised will not be included on this report, as they will submit their own returns.

8.8.1.2 Income from other regulated activities

The existing B2 report for Income from other regulated activities (previously Analysis of fees paid) will display the following FCA activity:

- Other Regulated activities

Navigate to Compliance > Reports > Regulatory and click on the **Income from other regulated activities** report and preview:

Analysis of fee income

Analysis of fees received between 19/06/2013 and 19/07/2013

Contract type	Items (no.)	Percentage	Total Paid	Percentage
	2	66.67%	1,090.00	98.36%
Initial Consultancy Charge	1	33.33%	23.75	1.64%
Report total	3	100.00%	£1,113.75	100.00%

The activity will only be displayed where data has been populated for the date range requested.

An extract function is available on the report to extract the underlying detail into an excel spreadsheet.

Payments to Introducers and Network who are directly authorised will not be included on this report, as they will submit their own returns.

8.8.2 RMAR Section G - T&C Advice Type Analysis

This report will pick up information completed within **Setup > User Info > T&C Advice types** which confirms which types of advice were provided.

To setup a record for T & C advice type, click on **Add record**:

Setup > User information > Advice type

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | Financial | Charging Structure | **T&C Advice types**

+ Add record

Date created	Advice start date	Advice category	
22/10/2012	22/10/2012	Retail Investment	More
12/10/2012	12/10/2012	Retail Investment	More
10/10/2012	10/10/2012	Retail Investment	More
10/10/2012	10/10/2012	Retail Investment	More
10/10/2012	10/10/2012	Non-Regulated	More

Quit

Record the information as required and click the **Save** button. If this information is to be shown on the T & C Advice type analysis report, the end date should be left blank:

Setup > User information > Advice type

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | Financial | Charging Structure | **T&C Advice types**

Start date: 19/12/2012 | Advice category: Retail Investment | Date created: 19/12/2012

End date:

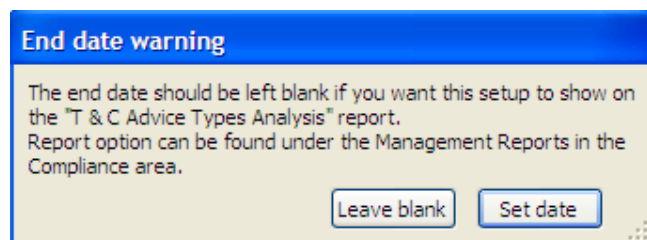
What types of advice were provided?

	Mortgage	Non Investment Insurance	Retail Investment Products
Independent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Independent (whole of market plus option of fee only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whole of market (without fee-only option)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On the basis of a fair analysis of the market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted/Multi-tie/the products of a limited number of providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted/Single-tie/the products of one provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted - limited types of product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel | Save

Quit

If you try to add a date into this field, this pop up appears:



If you set up a new T&C Advice type record, the system will automatically apply an end date to the last open record with the same Advice category. Please note that the only advice category available in this version is Retail Investment.

Once you have recorded the information within the setup area, navigate to **Compliance > Reports > Regulatory** and click on the **T & C Advice type analysis** report:

Section G: T&C Advice Analysis

Retail Investment	Mortgage	Non Investment Insurance	Retail Investment Products
Independent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Independent (whole of market plus option of fee only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whole of market (without fee-only option)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On the basis of a fair analysis of the market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted/Multi-tie/the products of a limited number of providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted/Single-tie/the products of one provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted - limited types of product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.8.3 RMAR Section J - Annual Income Report

The RMAR section J report includes all income including fees, commission & other income invoiced during the date range specified for the following categories:

- Home Finance mediation
- Non-investment insurance mediation
- Life & pension mediation
- Investment mediation

In addition the income for each category is reported for the following organisations based on their individual reporting requirements for each income category:

- Financial Conduct Authority (FCA)
- Financial Ombudsman Service (FOS)
- Financial Services Compensation Scheme (FSCS)

In order for income to be reported in the relevant category the FCA Business class is used to defined which category a fee is reported in as shown in the table below:

	FCA Annual Regulated Income (£'s)	FOS Relevant Annual Income (£'s)	FSCS Annual Eligible Income (£'s)
Home finance mediation	Home Finance	Home Finance	Home Finance
Non-investment insurance mediation	General Insurance Pure Protection	General Insurance Pure Protection	General Insurance
Life & pension mediation	Life & Pensions	Life & Pensions	Life & Pension Pure Protection
Investment mediation	Investments	Investments	Investments
Total	Total	Total	Total

Please refer to the section on [New Client Fee Types](#) for instructions on setting the FCA business class on a fee.

Some clients should be excluded from the FOS and FSCS reporting depending on their turnover and number of employees. For further information please refer to your compliance officer or the FCA website.

In order to exclude a client from FOS or FSCS reporting within section J, check the relevant field on the **Clients > Overview** screen:

- Exclude from FOS Reporting
- Exclude from FSCS Reporting

Clients > Overview > Client Status

Client status FCA Client type N/A

Current client status / Date of change Current 26/11/2012

Is this a fee paying client? / Fee basis / Fund Percentage

Fee payment method

Default apply VAT ☒ 20%

Exclude from: FOS Reporting ☐ FSCS Reporting ☐

Meetings Next meeting date Meeting reason

Date of next client valuation

Date of next client review 26/11/2013

Tasks Number of outstanding tasks 0

Number of current projects

New business Incomplete new business records 11

Proposed but not due

Due but not yet paid £19,244.91

Total client invoices due for payment £5,249.91 [Print client overview](#)

Client status Wealth Protection Needs

Payments to Introducers and Networks who are directly authorised will not be included on this report, as they will submit their own returns.

An extract function is available on the report to extract the underlying detail into an excel spreadsheet.

8.8.4 RMAR Section K - Adviser Charge Revenue

This report will pick up information entered throughout the system relating to Adviser Charging. It will also use the data entered within **Setup > User Info > Charging Structure > Adviser Fees** which is used to record the typical minimum and maximum charges for Independent and Restricted advice.

Setup a record for Adviser Fee Charging Structure

To setup an Adviser Fee charging structure, navigate to **Setup > User Information > Charging Structure > Adviser Fees** and click on **Add record**:

The screenshot shows the 'Setup > User information' menu. The 'Charging Structure' tab is selected, and the 'Adviser Fees' sub-tab is active. A table lists records with 'Valid from' dates and 'Advice category' as 'Retail Investment'. An 'Add record' button is visible.

Valid from	Advice category	
11/12/2012	Retail Investment	More
08/12/2012	Retail Investment	More
07/12/2012	Retail Investment	More
06/11/2012	Retail Investment	More
04/11/2012	Retail Investment	More
02/11/2012	Retail Investment	More

Record the relevant information:

Setup > **User information**

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | Financial | **Charging Structure** | T&C Advice types

Adviser Fees | **Consultancy Fees**

Valid from: 19/12/2012

Advice category: Retail Investment

	Independent		Restricted		Typical Structure
	Min	Max	Min	Max	
Initial adviser charge per hour	100.00	300.00	100.00	300.00	<input checked="" type="checkbox"/>
Initial adviser charge as %	1%	5%			<input type="checkbox"/>
Initial adviser charge fixed rate					<input type="checkbox"/>
Initial adviser charge combined charge					<input type="checkbox"/>
Ongoing adviser charge per hour					<input type="checkbox"/>
Ongoing adviser charge as %					<input type="checkbox"/>
Ongoing adviser charge fixed rate					<input type="checkbox"/>
Ongoing adviser charge combined charge					<input type="checkbox"/>

Quit

Running the report

Once you have recorded the information within the setup area, navigate to **Compliance > Reports > Regulatory** and click on the **Adviser Charge Revenue** report.

Advisers | **Adviser list > Reports > Regulatory**

T & C | KPIs | Registers | File checks | **Reports** | Management | **Regulatory** | Work

Regulatory reports

Equivalent RMAR section

- B1 - Regulated Business Revenue
- B2 - Other revenue
- B2 - Income from other regulated activities
- G - Training and competence
- G - Advice types
- G - COB data - Clawed back remuneration
- H - COB data - Appointed Representatives
- I - Supplementary product sales data
- J - Annual income report
- K - Adviser Charge Revenue**
- L - Consultancy Charge Revenue
- Expenditure
- FSCS Report

- Regulated business revenue
- Non-regulated business revenue
- Income from other regulated activities
- Current Adviser status (All Advisers)
- T&C Advice type analysis
- Schedule of clawbacks recorded
- Appointed representatives
- Analysis of non-investment insurance premiums
- Annual income report
- Adviser charge revenue**
- Consultancy charge revenue
- Expenditure - remuneration and fees paid
- Split of business by product class

Report from: [] Report to: [] Adviser ref: [] Location: []

Select required data range

Quit

The following report will be displayed:

Analysis of adviser charge revenue between 26

Return Print Preview Extract

Retail investment product revenue from adviser charges		Independent Advice				Restricted Advice		Total
		Adviser Charges invoiced directly to client	Adviser Charges invoiced via product provider	Adviser Charges invoiced via platform service providers	Adviser Charges invoiced directly to client	Adviser Charges invoiced via product provider	Adviser Charges invoiced via platform service providers	
Revenue from initial Adviser charges		4567.58	355.20	1995.20	151.00	1510.00	2420.00	11018.98
Revenue from ongoing Adviser charges		19.00	1437.60	250.00	71.25	170.00	97.20	2045.05
TOTAL		4606.58	1792.80	2245.20	222.25	1680.00	2517.20	13064.03

Payments of initial adviser charges		Independent Advice				Restricted Advice		Total
		Adviser Charges invoiced directly to client	Adviser Charges invoiced via product provider	Adviser Charges invoiced via platform service providers	Adviser Charges invoiced directly to client	Adviser Charges invoiced via product provider	Adviser Charges invoiced via platform service providers	
Number of lump-sum payments		13	0	2	0	0	0	15
Instalments as proportion of total due		0.11	0.00	0.00	0.00	0.00	0.00	0.11
TOTAL		13.11	0.00	2.00	0.00	0.00	0.00	15.11

	Independent Advice	Restricted Advice	Total
Number of one-off advice services	9	1	10

Retail clients paying for ongoing services					
Number of retail clients paying for ongoing advice services at the end of the reporting period		8		Initial adviser charge per hour	100.00 300.00
Number of retail clients who started paying for ongoing advice services during the reporting period		8		Initial adviser charge as %	1% 5% 10% 20%
Number of retail clients who stopped paying for ongoing advice services during the reporting period		0		Initial adviser charge fixed rate	30.00 40.00
				Initial adviser charge combined charging	50.00 60.00
				Ongoing adviser charge per hour	70.00 80.00
				Ongoing adviser charge as %	90% 100%
				Ongoing adviser charge fixed rate	
				Ongoing adviser charge combined charging	

You have options to **Return** to the previous screen, **Print** the report, **Preview** the report or **Extract** the underlying detail into an excel spreadsheet.

Detailed report information

The criteria to populate the report are specified below. Each of the data cells (highlighted in green) on the report example contain references which are explained in the table that follows the report.

Important points to note:

- all figures included in the report are net of VAT
- adviser charges are invoiced rather than paid sums
- the report will include adviser charge revenue from individual retail clients and individual members of corporate schemes
- if the FCA directly regulated flag is checked on the introducer contact record, all introducer payments will be excluded from the fee revenue reported as they will complete and submit their own RMAR. If the flag is unchecked, the payments will be included
- if the Network directly regulated flag is checked, all network payments should be excluded from the fee revenue reported as they will complete and submit their own RMAR. If the flag is unchecked, the payments will be included

SECTION K: Adviser charges
Retail investment product revenue from adviser charges

	A	B	C	D	E	F	G
	Independent Advice			Restricted Advice			Total
	Adviser Charges invoiced directly to retail client	Adviser charges invoiced via product	Adviser charges invoiced via platform	Adviser Charges invoiced directly to	Adviser charges invoiced via product	Adviser charges invoiced via platform	
1 Revenue from initial Adviser charges	1A	1B	1C	1D	1E	1F	
2 Revenue from ongoing Adviser charges	2A	2B	2C	2D	2E	2F	
3 TOTAL							

Payments of initial adviser charges

	Independent Advice			Restricted Advice			Total
	Adviser Charges invoiced directly to retail client	Adviser charges invoiced via product	Adviser charges invoiced via platform	Adviser Charges invoiced directly to	Adviser charges invoiced via product	Adviser charges invoiced via platform	
4 Number of Lump-sum payments	4A	4B	4C	4D	4E	4F	
5 Regular instalments as proportion of the total due	5A	5B	5C	5D	5E	5F	
6 TOTAL							

Number of one-off advice services

	Independent Advice	Restricted Advice	Total
7 Number of one-off advice services	7A	7B	

Retail clients paying for ongoing Advice services

8 Number of Retail clients paying for ongoing advice services	8
9 Number of Retail clients who started paying for ongoing advice services	9
10 Number of Retail clients who stopped paying for ongoing advice services	10

What Types of Adviser charging structure are offered?

	Independent Advice		Restricted Advice		Typical charging structure (tick)
	Minimum	Maximum	Minimum	Maximum	
11 Initial adviser charge per hour (£)					
12 Initial adviser charge as a percentage of investment (%)					
13 Initial adviser charge as a fixed fee (£)					
14 Initial adviser charge as a combined charging structure (£)					
15 Ongoing advisor charges per hour (£)					
16 Ongoing adviser charge as a % of investment (%)					
17 Ongoing adviser charge as a fixed fee (£)					
18 Ongoing adviser charge as a combined charging structure (£)					

Ref	CCD Data Source Area	Source Detail
1A	Clients Holdings	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent
1B	Clients Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Remuneration Basis = Initial adviser charge On Platform = Unchecked
1C	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Remuneration Basis = Initial adviser charge On Platform = Checked
1D	Clients	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted
1E	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Remuneration Basis = Initial adviser charge On Platform = Unchecked
1F	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Remuneration Basis = Initial adviser charge On Platform = Checked

Ref	CCD Data Source Area	Source Detail
2A	Clients	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing adviser charge Advice Type = Independent
2B	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Ongoing Remuneration Basis = Ongoing adviser charge On Platform = Unchecked
2C	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Ongoing Remuneration Basis = Ongoing adviser charge On Platform = Checked
2D	Clients	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing adviser charge Advice Type = Restricted
2E	Providers	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Ongoing Remuneration Basis = Ongoing adviser charge On Platform = Unchecked
2F	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Ongoing Remuneration Basis = Ongoing adviser charge On Platform = Checked

Ref	CCD Data Source Area	Source Detail
4A	Clients	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent Fee Frequency = 'S' Single
4B	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Fee Frequency = 'S' Single Remuneration Basis = Initial adviser charge On Platform = Unchecked
4C	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Independent Fee Frequency = 'S' Single Remuneration Basis = Initial adviser charge On Platform = Checked

Ref	CCD Data Source Area	Source Detail
4D	Clients	FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted Fee Frequency = 'S' Single
4E	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Fee Frequency = 'S' Single Remuneration Basis = Initial adviser charge On Platform = Unchecked
4F	Holdings	FCA Client Type = Retail Client FCA Activity Type = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Advice Type = Restricted Fee Frequency = 'S' Single Remuneration Basis = Initial adviser charge On Platform = Checked

Ref	CCD Data Source Area	Source Detail
5A	Clients	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date

Ref	CCD Data Source Area	Source Detail
5B	Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually On Platform = Unchecked</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date

Ref	CCD Data Source Area	Source Detail
5C	Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually On Platform = Checked</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date

Ref	CCD Data Source Area	Source Detail
5D	Clients	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date

Ref	CCD Data Source Area	Source Detail
5E	Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually On Platform = Unchecked</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date

Ref	CCD Data Source Area	Source Detail
5F	Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted Fee Frequency = (M) Monthly / (Q) Quarterly / (H) Half Yearly / (A) Annually On Platform = Checked</p> <p>The proportion is calculated by dividing the Amount Paid by the Amount Due within the reporting period. The result will be a decimal number between 0 & 1 to two decimal points.</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Amount Due • Fee Due Date • Fees Due From • Fee Due to • Amount Paid • Date Paid • Reporting Start Date • Reporting End Date
7A	Clients Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Independent Initial Remuneration Basis = Initial adviser charge One-off advice service Flag = Yes</p>
7B	Clients Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Initial adviser charge Advice Type = Restricted Initial Remuneration Basis = Initial adviser charge One-off advice service Flag = Yes</p>

Ref	CCD Data Source Area	Source Detail
8	Clients Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing adviser charge Advice Type = Independent & Restricted Current Fee Status = Y Ongoing remuneration basis = Ongoing adviser charge</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Due date (Client Fees) • Payable from (Client Fees) • Date fee end (Client Fees) • Reporting start date • Reporting end date • Commencement date (Holding Renewal Fee) • End Date (Holding Renewal Fee) <p>The count includes all Ongoing adviser charges that have a 'Current fee' status set to 'Y', and fee end date is later than the report end date and fee start date is earlier than the report end date.</p> <p>There will only be one instance of a client in the count of clients receiving an ongoing advice service.</p>

Ref	CCD Data Source Area	Source Detail
9	Clients Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing adviser charge Advice Type = Independent & Restricted Current Fee Status = Y Ongoing remuneration basis = Ongoing adviser charge</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Due date (Client Fees) • Payable from (Client Fees) • Date fee end (Client Fees) • Reporting start date • Reporting end date • Commencement date (Holding Renewal Fee) • End Date (Holding Renewal Fee) <p>The count includes all Ongoing adviser charges payable from date between the report start and end date parameters (Inclusive).</p> <p>There will only be one instance of a client in the count of clients receiving an ongoing advice service.</p>

Ref	CCD Data Source Area	Source Detail
10	Clients Holdings	<p>FCA Client Type = Retail Client FCA Activity Category = Retail Investment Regulated / Non-Regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing adviser charge Advice Type = Independent & Restricted Ongoing remuneration basis = Ongoing adviser charge Current Fee Status = N</p> <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Due date (Client Fees) • Payable from (Client Fees) • Date fee end (Client Fees) • Reporting start date • Reporting end date • Commencement date (Holding Renewal Fee) • End Date (Holding Renewal Fee) <p>Date fees end date between the report start and end date parameters (Inclusive).</p> <p>There will only be one instance of a client in the count of clients receiving an ongoing advice service.</p>

8.8.5 RMAR Section L - Consultancy Charge Revenue Report

This report shows information about consultancy charges applied for under the administration of either Group Personal Pensions or Group Stakeholder schemes:

This report will pick up information completed within **Setup > User Info > Charging Structure > Consultancy Fees** which confirms which types of consultancy charge were provided.

Setup a record for Consultancy Fee Charging Structure

To setup a Consultancy Fee Charging Structure, navigate to **Setup > User Info > Charging Structure > Consultancy Fees** and click on **Add record**:

The screenshot shows the software interface with the following structure:

- Setup** (dropdown menu)
- Setup > User information** (breadcrumb)
- Your company** (tab)
- Regulatory** (tab)
- Company brand** (tab)
- System brand** (tab)
- Locations** (tab)
- Contact** (tab)
- Banking** (tab)
- Financial** (tab)
- Charging Structure** (tab)
- T&C Advice types** (tab)
- Adviser Fees** (sub-tab)
- Consultancy Fees** (sub-tab)
- + Add record** (button, highlighted by an orange arrow)
- Table:**

Valid from	Advice category	
11/12/2012	Retail Investment	More
08/12/2012	Retail Investment	More
07/12/2012	Retail Investment	More
14/11/2012	Retail Investment	More
05/11/2012	Retail Investment	More
04/11/2012	Retail Investment	More
- Quit** (button)

Record the relevant information:

Setup > User information

Your company | Regulatory | Company brand | System brand | Locations

Contact | Banking | Financial | **Charging Structure** | T&C Advice types

Adviser Fees | Consultancy Fees

Valid from: 11/12/2012

Advice category: Retail Investment

Type of consultancy charge used	% employer	% member	% fund	flat amount	other
Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Quit

Running the report

Once you have recorded the information within the setup area, navigate to **Compliance > Reports > Regulatory** and click on the **Consultancy Charge Revenue** report.

Advisers > Reports > Regulatory

Regulatory reports

Equivalent RMAR section

- B1 - Regulated Business Revenue
- B2 - Other revenue
- B2 - Income from other regulated activities
- G - Training and competence
- G - Advice types
- G - COB data - Clawed back remuneration
- H - COB data - Appointed Representatives
- I - Supplementary product sales data
- J - Annual income report
- K - Adviser Charge Revenue
- L - Consultancy Charge Revenue**
- Expenditure
- FSCS Report

Regulated business revenue

Non-regulated business revenue

Income from other regulated activities

Current Adviser status (All Advisers)

T&C Advice type analysis

Schedule of clawbacks recorded

Appointed representatives

Analysis of non-investment insurance premiums

Annual income report

Adviser charge revenue

Consultancy charge revenue

Expenditure - remuneration and fees paid

Split of business by product class

Select required data range

Report from: [] []

Report to: [] []

Adviser ref: []

Location: []

Quit

The following report will be displayed:

Consultancy Charges between 26/06/2013 and 2

Return Print Preview Extract

Retail investment revenue from group personal pension schemes or group stakeholder pension scheme fees and consultancy charges

	Fees invoiced directly to employer or client	Consultancy charges invoiced via product providers	Consultancy charges invoiced via platform service	Total
Revenue from initial services	570.00	715.25	1676.00	2961.25
Revenue from ongoing services	104.50	1129.00	638.00	1871.50
Revenue from one-off services	332.50	908.00	1757.50	2998.00
TOTAL	1007.00	2752.25	4071.50	7830.75

Number of employers that received one-off services

Number of employers that received one-off services in reporting period 2

Employer clients receiving ongoing group personal pension schemes or group stakeholder pension schemes services

Number of employer clients receiving ongoing group pension scheme services at end of reporting period 5

Number of employer clients who started receiving ongoing group personal pension scheme services during reporting period 0

Number of employer clients who stopped receiving ongoing group personal pension scheme services during reporting period 0

Range of consultancy charges

First year's projected consultancy charges (as % of first years total employer and employee contributions), applying to group personal pension schemes set up in reporting period

Highest	Lowest	Typical
0.00%	0.00%	0.00%

Types of consultancy charges in typical scheme

	% of employers contributions	% of users contributions	% of fund (annual management)	Flat amount per member	Other
Active members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

You have options to **Return** to the previous screen, **Print** the report, **Preview** the report or **Extract** the underlying detail into an excel spreadsheet.

Detailed report information

The criteria to populate the report are specified below. Each of the data cells (highlighted in green) on the report example contain references which are explained in the table that follows the report.

Important points to note:

- Adviser Charges on scheme member records will be reported on Section K – Adviser Charge Revenue
- Consultancy charges are invoiced rather than paid sums
- all figures included in the report are net of VAT
- if the FCA directly regulated flag is checked on the introducer contact record, all introducer payments will be excluded from the fee revenue reported as they will complete and submit their own RMAR. If the flag is unchecked, the payments will be included
- if the Network directly regulated flag is checked, all network payments should be excluded from the fee revenue reported as they will complete and submit their own RMAR. If the flag is unchecked, the payments will be included

Section L: Consultancy charges

Retail investment revenue from group personal pension schemes or group stakeholder pension scheme fees and consultancy charges

- 1 Revenue from initial services
- 2 Revenue from ongoing services
- 3 Revenue from one-off services
- 4 TOTAL

A	B	C	D
Fees invoiced directly to employer clients	Consultancy charges invoiced via product providers	Consultancy charges invoiced via platform service providers	Total
1A	1B	1C	1D
2A	2B	2C	2D
3A	3B	3C	3D
4A	4B	4C	4D

Number of employers that received one-off services

- 5 Number of employers that received one-off services in reporting period

5A

Employer clients receiving ongoing group personal pension schemes or group stakeholder pension schemes services

- 6 Number of employer clients receiving ongoing group pension scheme services at the end of the reporting period
- 7 Number of employer clients who started receiving ongoing group personal pension scheme services during the reporting period
- 8 Number of employer clients who stopped receiving ongoing group personal pension scheme services during the reporting period

6A
7A
8A

Range of consultancy charges

- 9 First year's projected consultancy charges (as a % of first year's total employer and employee contributions) applying to group personal pension schemes or group stakeholder pension schemes set up in reporting period

Highest	Lowest	Typical
9A	9B	9C

Types of consultancy charges in typical scheme (tick all that apply)

- 10 Active members
- 11 Deferred members

% of employer contributions	% of member contributions	% of fund (annual management charge)	Flat amount per member	Other
10A	10B	10C	10D	10E
		11C	11D	11E

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Ref	CCD Data Source Area	Source Detail
1A	Clients	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Initial Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated</p> <p>Only Initial Consultancy Charges (direct fees) that are linked to one of the following scheme types via corporate client account only should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
1B	Schemes	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Initial Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Unchecked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
1C		<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Initial Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Checked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP

Ref	CCD Data Source Area	Source Detail
2A	Clients	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Ongoing Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated</p> <p>Only Ongoing Consultancy Charges that are linked to one of the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
2B	Schemes	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Ongoing Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Unchecked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
2C	Schemes	<p>The criteria is: Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = Ongoing Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Checked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP

Ref	CCD Data Source Area	Source Detail
3A	Clients	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = One-Off Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated</p> <p>Only One-off Consultancy Charges that are linked to one of the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
3B	Schemes	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = One-off Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Unchecked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP
3C	Schemes	<p>Amount due excluding VAT FCA Activity Category = Retail Investment Income Type = Fee Fee Type = One-off Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated On Platform = Checked</p> <p>Product Category equals the following:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP

Ref	CCD Data Source Area	Source Detail
5A	Clients Holdings	<p>FCA Activity Category = Retail Investment Income Type = Fee Fee Type = One-Off Consultancy Charge Advice Type = Advised Regulated / Non-Regulated = Regulated</p> <p>Only One-off Consultancy Charges that are linked to the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP <p>There will only be one instance of a corporate client (employer) in the count of clients receiving one-off consultancy charges.</p>

Ref	CCD Data Source Area	Source Detail
6A	Clients Scheme	<p>FCA Activity Category = Retail Investment Regulated / Non-regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing Consultancy Charge Ongoing remuneration basis = Ongoing Consultancy Charge</p> <p>Only One-off Consultancy Charges that are linked to the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Due date (Client Fees) • Payable from (Client Fees) • Date fee end (Client Fees) • Reporting start date • Reporting end date • First Due Date (Scheme Renewal Fee) • Last Due Date (Scheme Renewal Fee) <p>The count includes all Ongoing Adviser Charges that have a 'Current fee' status set to 'Y' and fee end date is => than the report end date and fee start date is <= the report end date</p> <p>There will only be one instance of a corporate client (employer) in the count of clients receiving one-off consultancy charges.</p>

Ref	CCD Data Source Area	Source Detail
7A		<p>FCA Activity Category = Retail Investment Regulated / Non-regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing Consultancy Charge Current Fee Status = Y</p> <p>Ongoing remuneration basis = Ongoing Consultancy Charge Only One-off Consultancy Charges that are linked to the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Due date (Client Fees) • Payable from (Client Fees) • Reporting start date • Reporting end date • First Due Date (Scheme Renewal Fee) <p>The count includes all Ongoing Adviser Charges payable from date between the report start and end date parameters (Inclusive).</p> <p>There will only be one instance of a corporate client (employer) in the count of clients receiving one-off consultancy charges.</p>

Ref	CCD Data Source Area	Source Detail
8A	Clients Holdings	<p>FCA Activity Category = Retail Investment Regulated / Non-regulated = Regulated Income Type = Fee Advice Basis = Advised Fee Type = Ongoing Consultancy Charge Current Fee Status = Y Ongoing remuneration basis = Ongoing Consultancy Charge</p> <p>Only One-off Consultancy Charges that are linked to the following scheme types should be included in the report:</p> <ul style="list-style-type: none"> • Group Personal Pension • Group Stakeholder Pension • Group SIPP <p>In order to calculate this the following information will be required:</p> <ul style="list-style-type: none"> • Date fee end (Client Fees) • Reporting start date • Reporting end date • Last Due Date (Scheme Renewal Fee) <p>Date fees end date between the report start and end date parameters (Inclusive).</p> <p>There will only be one instance of a corporate client (employer) in the count of clients receiving one-off consultancy charges.</p>
10A-11E	Set Up	These need to be set up in Set Up > T&C Advice types prior to running the report

9 Electronic remunerations (EDI)

This section is only relevant for those users with an EDI Licence. Now that fees can be paid via electronic remuneration reconciliation (EDI), updates have been made to the messaging to cater for fees.

9.1 Setting up remunerations

If you are expecting to receive fees via the EDI process, the default settings will need to be updated to confirm how you want the fees to be treated during the EDI reconciliation process. Navigate to **Setup > Technical > Commissions > EDI** to confirm how CCD should deal with the different fees that could be sent:

Remuneration basis	Within tolerance:		Action*	Otherwise... Action*
	From	To		
Initial				Reconcile
Sundry				Match
Mortgage fee				Match
Fund based				Match
Initial adviser charge				Reconcile
Ongoing adviser charge				Reconcile
Initial consultancy charge				Reconcile
Ongoing consultancy charge				Reconcile
One-off consultancy charge				Reconcile

EDI remuneration large case check limit: 3000

Complete these as you have done previously for commission types.

The EDI reconciliation process has not changed in this version of CCD, therefore any fees received into CCD via electronic statements should be dealt with in the same way as any other payments.